Chapter 3.Country-wise Analysis

Indicator	Data	
Basic Information	**2012**	**2013**
1. Country name	**Viet Nam**	**Vietnam**
2. Area (km^2)	330951,1[1]	330951,1
3. National population	88772,9[2]	89708,9
4. Rural population	60416,5[3]	60834,0
5. Key Economic Sector(s)	Services (41.7%)	Dịch vụ (43.3%)
6. Industry (%)		
6-1. Agriculture (%)	38.52	37.22[4]
6-2. Fisheries (%)	5.77	6.71
6-3. Livestock industry (%)	3.08	2.88
6-4. Other sector (%)	52.63	53.19
7. GDP per capita	1749 USD[5]	1899 USD
8. Employment (%)	74.5%[6]	76.3%
8-1. Employment - Urban (%)	67.9%	68.2%
8-2. Employment - Rural (%)	79.2%	80.3%
Gender		
1. Education(% of female)		
1-1. Primary education (% of female)	99.6%	
1-2. Secondary education (% of female)	89.8%	
1-3. Higher education (% of female)	70.0%	
2. Literacy (% of female)	92.22[7]	
3. Labor Force Participation(% of female)	76.92	
3-1. Labor force in agriculture (% of female)	40.64	39.06
3-2. Labor force in fisheries (% of female)	7.23	8.34
3-3. Labor force in livestock industry (% of female)	1.64	1.38
3-4. Labor force in other sector (% of female)	50.49	51.22

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[1] General Statistical Office. Statistical Yearbook 2012

[2] General Statistical Office. Statistical Yearbook 2012 and 2013

[3] General Statistical Office. Statistical Yearbook 2012 and 2013

[4] The number of workers in the agricultural sector, including forestry

[5] General Statistical Office. Statistical Yearbook 2012 and 2013

[6] General Statistical Office. National Survey on Labour and Employment 2012

[7] General Statistical Office. Vietnam Household Living Standard Survey 2012. From 10 year old and above

ICT		
1. Telephone lines (%)		
1-1. Telephone lines - Urban (%)	40.95	
1-2. Telephone lines - Rural (%)	17.80	
2. Cell phone subscriptions (%)		
2-1. Cell phone subscriptions - Urban (%)	90.02	
2-2. Cell phone subscriptions - Rural (%)	76.79	
3. Internet use (%)		
3-1. Internet use - Urban (%)	N/A	
3-2. Internet use - Rural (%)	N/A	
3-3. Internet use - Women (%)	N/A	
3-4 Internet use during the last 12 months – Women from 15 to 24 year old (%)	66.7	
4. Households with internet access (%) [8]6.78		
4-1. Households with internet access - Urban (%)	17.45	
4-2. Households with internet access - Rural (%)	1.86	
5. Telecenters	N/A	
5-1. The number of telecenters - Urban	N/A	
5-2. The number of telecenters – Rural	N/A	

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[8]General Statistical Office. Vietnam Household Living Standard Survey 2012

10.1.1. Current Status of e-Services

10.1.1.1 Current status of Information and Communication Technology (ICT) in Vietnam

Information and communication technology (ICT) industry continued growing in 2012, having significant achievements, becoming a highlight of the Vietnamese economy given economic difficulties. *According to information from the* "Vietnam Information and Communication Technology 2013"[9]*, some of the industry's outstanding achievements in the period 2012-2013 can be summarized as follows.*

The ranking of Vietnam's ICT industry got improvements according to international evaluation

According to general ranking in ICT, Vietnam's ICT Development Index (IDI) ranked the 81st/161 countries and the 4th in the South East Asia (2012); and Vietnam's Networked Readiness Index (NRI) ranked the 14th/84countries and the 5th in the South East Asia (2012). Whereas, in terms of ICT, Vietnam ranked the 8th in the world in software outsourcing according to a report of Tholons Group (2011); and was among Top 10 Asia-Pacific countries and Top 30 countries worldwide in software outsourcing according to a report of Gartner Group (2012). Especially, Ho Chi Minh city and Hanoi were among Top 100 attractive cities in software outsourcing, with Ho Chi Minh city ranking the 16th and Hanoi ranking the 23rd (2013).

In terms of E-Government, Vietnam ranked the 4th in the South East Asia and the 81st/190 countries (2012) and was highly appreciated for its public services and ICT application in state agencies. Whereas, Vietnam's human resources ranked the 101st/161 countries (2012), with a highly appreciated quality of education in Mathematics and other scientific subjects. In terms of Internet development, Vietnam was among Top 10 Asian countries which had the fastest growth rate of Internet users; and ranked the 3rd in the South East Asia, the 8th in Asia and the 18th in the world in the number of Internet users.

ICT infrastructure continued being invested in and upgraded to satisfy robust growth of communication and internet subscribers

In 2012, the number of mobile subscribers continued growing more slowly with more than 138 million of subscribers, increased by 3.2%, making the number of mobile subscribers/100 inhabitants to reach 148.33. Noticeably, in 2012, although the number of 3G subscribers fell mildly due to the cutting down of virtual subscribers by mobile telesystems, the number of 3G subscribers was higher in reality. Whereas, due to technological factors, the number of fixed telephone subscribers continued falling to be nearly 10 million subscribers, or a decrease of 6% compared with the number of fixed telephone subscribers/100 inhabitants of 10.76.

The number of broadband Internet subscribers grew fast to reach 4.78 million, increased by 24.7%. Density of Internet users was 35.3% (or 31.3 million people). Ratio of households having computers was approximately 18.8%; and nearly 21.3 million households had televisions (or 91.7%). Public postal service network had 13,612 service points. Average number of inhabitants served by a postal service point was 6,486.

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[9]"Vietnam Information and Communication Technology 2013" is an official publication of the National Committee for Information and Communication Technology and Ministry of Information and Communication of Vietnam.

Table 1. The number of Broadband Internet Subscribers, Fixed/ Mobile Phone Subscribers

	Fixed/Mobile Phone Subscribers		The number of broadband Internet subscribers (ADSL)
	Total	Of which: Mobile phone	
	1,000Subscribers		
2005	15845.0	8718.1	210.0
2006	28518.1	19748.9	516.6
2007	56189.7	45024.0	1294.1
2008	89639.9	74872.3	2049.0
2009	112563.2	98224.0	2967.3
2010	124311.1	111570.2	3643.7
2011	138143.7	127318.0	4084.6
2012	148490.0	138550.0	4775.4
	Development Index (Previous year =100) - %		
2006	180.0	226.5	246.0
2007	197.0	228.0	250.5
2008	159.5	166.3	158.3
2009	125.6	131.2	144.8
2010	110.4	113.6	122.8
2011	111.1	114.1	112.1
2012	107.5	108.8	116.9

Source: General Statistical Office

ICT industry continued its spectacular growth momentum with FDI enterprises' key role[10]

Total revenue of ICT industry was 25.5 billion USD in 2012, spectacularly increased by 86.3% compared to 2011. This high growth remained thanks to the continuation of impressive growth rate of hardware and electronics industry with more than 23 billion USD revenue, or 103.2% increase compared to 2011, which comprised up to 90.4% total revenue of ICT industry.

Software and digital content industries also grew but with moderate growth rate of 3.1% and 6.0% respectively. Software, therefore, grew the slowest among the 3 industries. ICT products export turnover reached 22.92 billion USD, increased by more than 110.4% compared to 2011. Especially, total export revenue was nearly 3.5 billion USD higher than total import turnover. In 2012, total number of labors working in ICT industry was more than 350,000, increased by more than 50,000 compared to 2011, and mainly concentrated in hardware industry.

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[10]"Vietnam Information and Communication Technology 2013" is an official publication of the National Committee for Information and Communication Technology and Ministry of Information and Communication of Vietnam.

Telecommunication industry restored its growth momentum with VNPT as the fixed telephone system leader and Viettel as the leading mobile services provider[11]
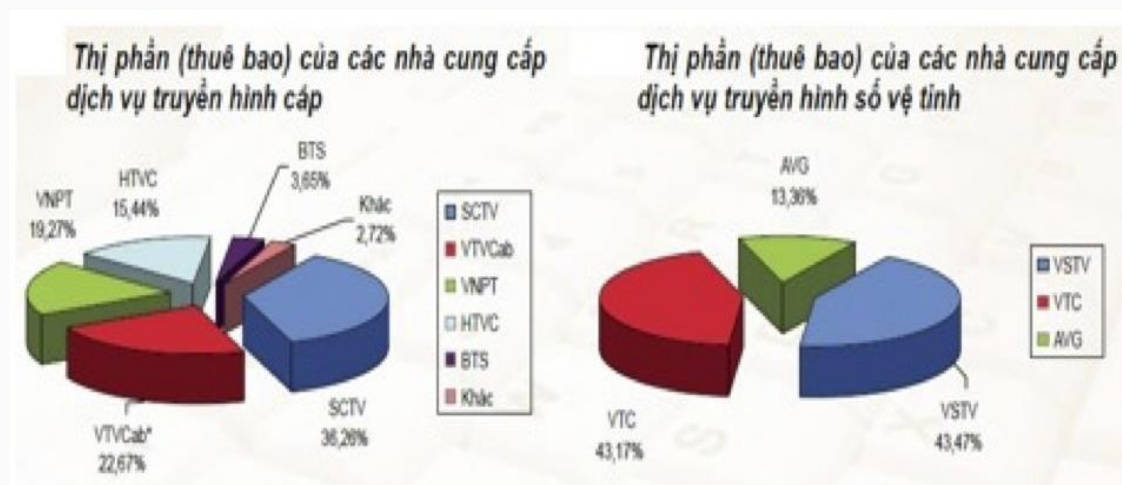
Overall, given economic downturn in 2012, total telecommunication revenue still achieved nearly 8.5 billion USD, increased by more than 21% compared to 2011. Of which, mobile services revenue increased by more than 1 billion USD (from 5.4 billion to 6.5 billion USD) and accounted for a major part in telecommunication revenue structure (76.43% total revenue). This was the main reason for the growth of telecommunication market. Revenues from fixed telephone and Internet services also grew but with moderate rates of 394.2 million USD (or 8.9%) and 474.8 million USD (or 1.42%).

Vietnam's broadcasting industry had stable revenue with an impressive growth in the number of subscribers[12]

Broadcasting system was strongly developed with 67 radio and television broadcast stations, and had been being upgraded to and updated with advanced technologies worldwide. Also, pay television service grew fast. Total pay television service revenue reached more than 200 million USD; of which, cable television service accounted for 97% total revenue.

Number of pay television subscribers also increased impressively, with the highest numbers of subscribers in cable television and terrestrial digital television services of 4.4 million and 3.6 million respectively. In terms of market share in pay television and cable television, SCTV accounted for the highest part with 36.26%, followed by VTVCab with 22.67%. Whereas, in terms of satellite digital television, VSTV and VTC were two leading providers with close market shares of more than 43%; AVG, as a newcomer, accounted for 13.36%.

Graph 1 Market shares (numbers of subscribers) of cable television providers and satellite digital television providers

Market shares (numbers of subscribers) of cable television providers

Market shares (numbers of subscribers) of satellite digital television providers

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[11] "Vietnam Information and Communication Technology 2013" is an official publication of the National Committee for Information and Communication Technology and Ministry of Information and Communication of Vietnam.

[12] "Vietnam Information and Communication Technology 2013" is an official publication of the National Committee for Information and Communication Technology and Ministry of Information and Communication of Vietnam.

Training system of ICT human resources continued to be kept stable in training scale and forms[13]

In the whole country, there were 290 universities and colleges which offered ICT courses. Enrollment rate in this industry was 10.83% of total enrollment quota for 2012. During this year, the number of students who majored in ICT graduated from universities and colleges was more than 40 thousand persons, enrolled in universities and colleges was 58 thousand persons and studying at universities and colleges was nearly 170 thousand persons. Besides, the number of vocational colleges and secondary schools which offered ICT courses increased by 30 units compared to 2011, making total number of vocational colleges and secondary schools which offered ICT courses to reach 143 units.

ICT legal environment had been being improved, creating favorable conditions for information technology development and application, and for the enhancement of State's management and administration ability[14].

In 2012, developed and stipulated policies mainly focused on information security in electronic environment and national security such as draft Law on information security, amended Decree on anti-spam, Decision on criteria for identifying vital telecommunication premises relating to the national security, Circular regulating a list of used IT products to be banned from import. Meanwhile, many big policies, programs, projects were being deployed effectively by Ministry of Information and Communications such as: Resolution of the Central Committee IV on the development of information infrastructure, Project on digitization of terrestrial digital television broadcasting and transmission to 2020, Program on providing public telecommunication services for the period 2011-2015, Program on bringing ICT services to communities.

With noticeable results and achievements, ICT industry continues its position and growth momentum, contributing to the fulfillment of planned tasks to 2015; at the same time, gradually deserving its role as one of 10 key infrastructures of a comprehensive infrastructural structure system, bringing Vietnam to be an industrial country by 2020.

10.1.1.2 Women's access to e-services

a) Opportunities for women to access e-services

Vietnamese women are increasingly participating in ICT industry

Before, hardly any women worked in ICT; but in 2012, women accounted for nearly 1/3 total human resources in this industry. Number of newly enrolled students in ICT courses tended to increase in recent years.

> *In Vietnam, in 2013, women accounted for approximately 30% total labors working in the press; female lecturers in ICT courses in universities and colleges accounted for 26%, etc. In universities and colleges training ICT, female students accounted for more than 30% in newly courses such as multimedia, nearly 50% in software courses, 50-60% in information system management, etc.*

> *Source: Vietnam General Statistics Office, 2013.*

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[13]"Vietnam Information and Communication Technology 2013" is an official publication of the National Committee for Information and Communication Technology and Ministry of Information and Communication of Vietnam.

[14]"Vietnam Information and Communication Technology 2013" is an official publication of the National Committee for Information and Communication Technology and Ministry of Information and Communication of Vietnam.

Internet, computer, mobile phone, television, etc. are becoming popular in Vietnam, supporting inhabitants in general and women in particular in accessing e-services.

Urban women and girls are easy to use internet as well as e-services thanks to its availability, convenience and relevant price. Households/ women who do not own computers may use pay-internet in private internet shops. It is easy to search for private internet shops in Vietnam, including rural and mountainous areas. Service price is relatively relevant, from 20 cents per hour to 50 cents per hour (in US Dollar).

Policies, programs, projects on providing inhabitants in disadvantaged areas with low-price internet or free-of-charge internet create favorable conditions for poor women to access and use e-services

The Government of Vietnam paid attention to the use of ICT services in general and e-services in particular among inhabitants, especially women in rural, mountainous, poor and ethnic minority areas. Most policies/ programs/ projects on rural development and poverty reduction assisted disadvantaged areas to build ICT infrastructure; simultaneously, providing support for the set-up of public internet access points such as: "public library" (communal, district, provincial library) or "communal cultural post office". Some policies and projects also provided service subsidies to inhabitants in poor and disadvantaged areas. For example, project on "Enhancement of computer using and public Internet accessing abilities in Vietnam" (see box below)

Box 1. Introducing Project "Enhancement of computer using and public Internet accessing abilities in Vietnam"

The project is deployed in 400 public libraries at provincial and district levels and in 1,500 communal cultural post offices and communal libraries across 40 disadvantaged districts nationwide.

Time to implement the project is 5 years, from 2011 to 2016.

Total project operation cost is approximately more than 50.5 million USD. Of which, grant aid from Bill& Melinda Gates Fund is nearly 30 million USD, Microsoft's contribution in software is more than 3.6 million USD, and nearly 17 million USD is counterpart fund from the Government of Vietnam. Vietnam Post Corporation (VNPOST), Vietnam Post and Telecommunications Group (VNPT) and Viettel Group (Viettel) are in charge of providing services, equipments, internet lines, etc.

With slogan "Computer and Internet enrich life", long-term target of the project is to enhance service providing ability and improve the way how to provide computer and internet information for public libraries and communal cultural post offices in a new vision, focusing on assisting poor inhabitants, disadvantaged groups and people living in severely disadvantaged areas to have a chance to access information technology in an equal, effective and sustainable manner, and to benefit from economic and social interests brought about by their access to information technology; from then on, making their living standards improved, actively contributing to their families, communities and the whole society at the same time.

Criteria for selecting communes under the project tightly follow19 criteria set out by the National Target Program on building the new rural society.

Over 5 years, the project will provide and install 12,070 computers being accessed to broadband Internet and other support equipments for 1,900 public libraries and communal cultural post offices. Inhabitants will freely use Internet at public libraries (including communal libraries) and receive 50% off Internet access price at communal cultural post offices under the project.

The project also provides skill training courses to more than 1,500 staffs of communal cultural post offices and public libraries, aiming at enhancing service providing quality, making internet access points become attractive to local communities. With these supports, it is estimated by Ministry of Information and Communications that approximately another 760,000 rural inhabitants can access computer and Internet in the 5 years.

Source: Project "Enhancement of computer using and public Internet accessing abilities in Vietnam"

Picture: Opening ceremony of Sinh Ton island Cultural post office in Sinh Ton island commune, Truong Sa island district, Khanh Hoa province, Vietnam.

Source: http://www.khoahoctre.com.vn/nhip-sg-tre/nhip-sg-so/3471-hinh-nh-u-tien-v-im-bu-in-vn-hoa-ti-trng-sa-.html

A successful model of compelling women to use computer and internet at "Public Library" and "Communal cultural post office"

Box 2. Event "Internet day for women"

Thousands of women in remote areas across 12 provinces, including Ha Giang, Thai Nguyen, Tuyen Quang, Thanh Hoa, Nghe An, Ha Tinh, Daknong, Binh Phuoc, Ben Tre, Tra Vinh, Soc Trang and Tay Ninh experienced an event namely "Internet day for women" in more than 700 Public libraries and Communal cultural post offices from the end of May to the beginning of July 2013.

By participating in the event, local women got familiar with basic knowledge of computer and skills in using and searching for information from Internet which is useful for their lives and production, and experienced as well. Especially, at the event places, women could participate in thematic activities relating to issues which are useful for lives such as household economic development, child feeding and upbringing, gender equality, etc.

This was one of benefits that inhabitant could receive from the Project "Enhancement of computer using and public Internet accessing abilities in Vietnam".

Source: Project "Enhancement of computer using and public Internet accessing abilities in Vietnam".

Box 3. Government's policies, programs on narrowing gender gap in cultural – information domain

The National Strategy on Gender Equality for the period 2011-2020[15]

One of the 7 objectives of this Strategy is to ensure gender equality in the cultural and information domain

Objective 5. To ensure gender equality in the cultural and information domain

- Norm 1: Cultural and information products with gender prejudice will be reduced by 60% by 2015 and 80% by 2020. To increase the broadcasting time volume of specialized programs and sections and the volume of products on gender equality propaganda and education.

- Norm 2: 90% by 2015 and 100% by 2020 of central and local radio and television stations will have specialized programs and sections to raise public awareness of gender equality.

Solutions for achieving objective 5:

- To raise manufacturers' gender awareness of cultural and information products. To abolish gender bias messages and images in cultural and information products.

- To enhance sex education through mass media in diverse and flexible forms which are suitable for each target group and region.

- To regularly monitor and inspect cultural and information activities and products from gender perspective.

Provinces/ cities developed their own action plans on gender equality for the period 2011-2015, involving target of "To ensure gender equality in the cultural and information domain".

b) Challenges/Difficulties faced by women while accessing e-services

While accessing ICT in general and e-services in particular, obvious gaps still exist between: (i) Women and men; (ii) Urban women – rural women; Women among delta – mountainous – island areas; (iii) Women living in developed economic areas – poor areas, (iv) Kinh ethnic majority and ethnic minority women, etc.

Women's educational and technical qualifications are lower than that of men. This is a big barrier which can affect women's access to ICT/ e-services

Rural women, ethnic minority women, poor women, low-educated women, etc. do not have enough knowledge and skills for using computer and internet. This is the biggest barrier that prevents them from accessing and using e-services.

Illiterate women aged 15 and over accounted for approximately 7%, higher than that of men which was a little bit more than 5% (2012).

Technical qualification[16] of female labor force was still low, and also lower than that of male labors. In 2012, female labors having technical and educational qualifications accounted for 14.7% total female

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[15]Decision 2351/QD-TTg on December 24, 2012 signed by Prime Minister approving the National Strategy on Gender Equality 2011-2020

[16]Labors having technical and educational qualifications: only labors having certificates are counted.

labor force. This figure of male labor force was 18.9% in 2012.

In group of labors having vocational qualifications, university qualifications and above, gender gap was still a disadvantage for female labors. In 2012, ratio of female labors having "Vocational" qualifications was much lower than that of male labors, with a rate of 2.2% for women compared with 7.1% for men (a difference of -4.9%). For "University and above" qualifications, difference by sex in 2012 was -0.9%, gender gap index was 0.87 point. Gender gap in this qualification level was not so high; nevertheless it is more difficult to narrow gender gap at this qualification level.

Table 6. Gender gap in technical and educational qualifications[17] in 2012

	Total	Not being trained	Vocational training center	Professional secondary school	College	University and above
2012 Total (%)	100	83.2	4.7	3.6	1.9	6.5
Male (%)	100	81.1	7.1	3.3	1.4	6.9
Female (%)	100	85.3	2.2	4.0	2.4	6.0
Difference by sex, % (Female-Male)		4.1	-4.9	0.7	1.0	-0.9
Gender gap index (Female/Male)		1.05	0.31	1.21	1.67	0.87

Sources: Ministry of Labor, Invalids and Social Affairs, Labor Force Surveys from 2001 to 2006; General Statistics Office, Labor Force Surveys from 2007-2012.

Another barrier for women to access ICT/e-services is out-of-date customs and conceptions towards women

Gender prejudice in career remains in Vietnam, with ICT being considered as men's career. Therefore, fewer women than men chose to study and work in this field. Gender prejudice is tougher in rural, mountainous and ethnic minority areas.

Rural, ethnic minority, poor women hardly participate in activities at public places such as public libraries or communal cultural post offices. Thus, they have fewer chances to access ICT and e-services than men do.

According to current gender role, women, especially rural women, have to be mostly in charge of housework and family care. Their working time, therefore, is longer than that of men. Hence, they do not have much time for entertainment and further studies. This is a great barrier for them to access and use e-services.
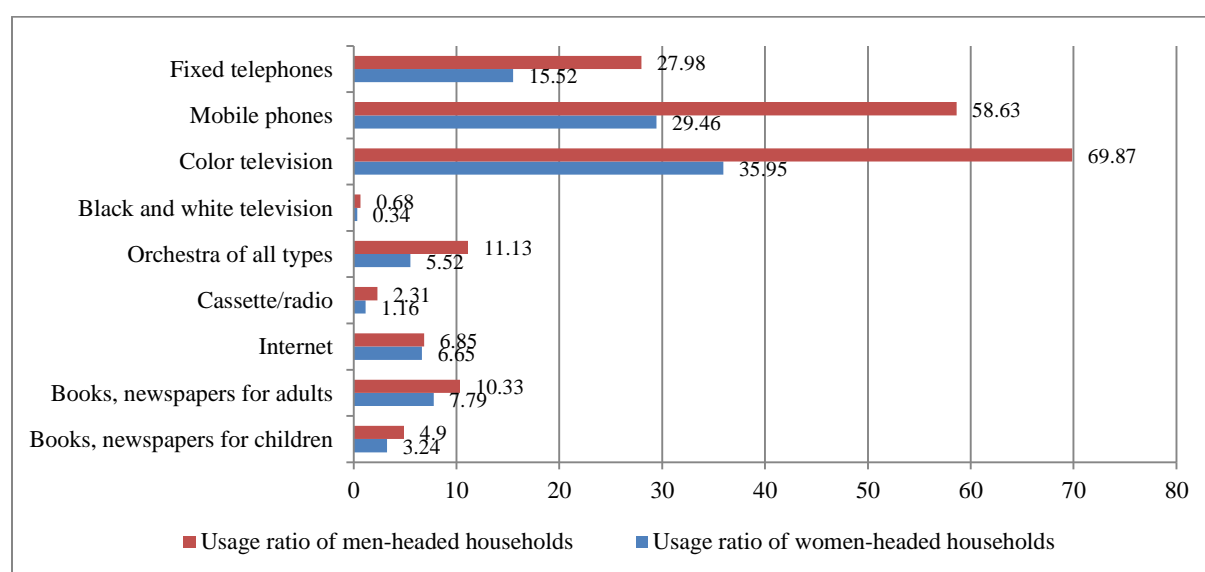
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[17] Labors having technical and educational qualifications: only labors having certificates are counted.

Capability of households to access information sources may be evaluated by their use of information receiving equipments/information sources such as internet, books, newspapers, magazines, fixed telephone, mobile phones, television, radio, etc.

There still existed women-headed households having no information receiving equipments such as television, radio, etc. Moreover, due to difficult living conditions and the burden of housework, hardly any women arrange time and housework to go to public places (hamlet, communal cultural houses) or to hamlet/communal officers' houses to receive information. Thus, gap in accessing information still existed between groups of poor, ethnic minority women who lived in remote areas that were inconvenient for travelling.

Chart 1.Ratio of households using information equipments/sources by sex of household head, 2010

Unit: %

Source: General Statistics Office, Household Living Standards Surveys 2010.

By sex of household head, in 2010, ratio of women-headed households accessing all information sources above was always lower than that of men-headed households.[18]
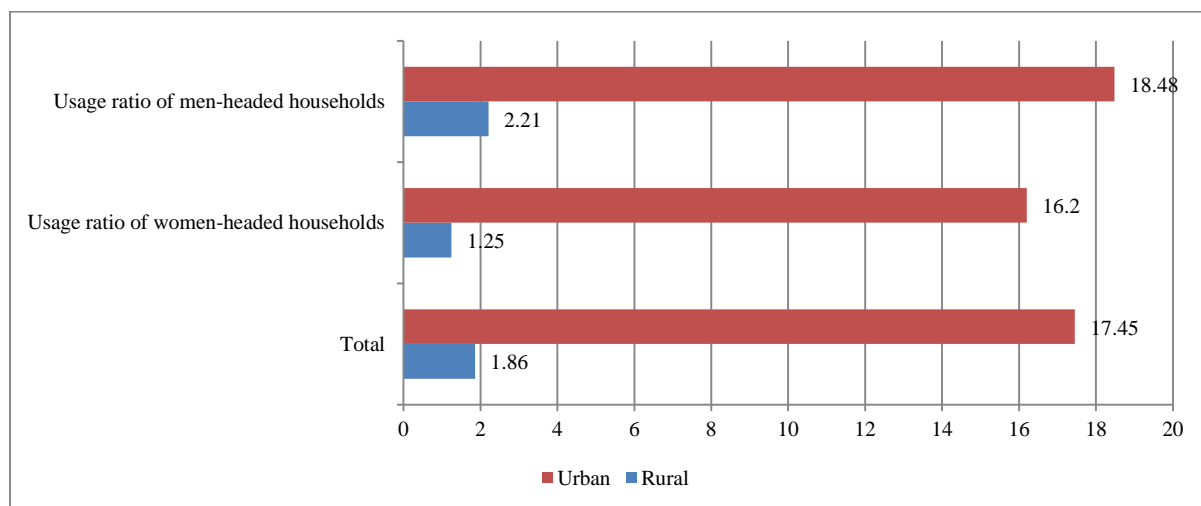
Television (color, black and white) was used the most in households for receiving information. It was being used by more than 70% men-headed households, nearly twice that of women-headed households (approximately 40%). Similarly, ratio of men-headed households using mobile phones for accessing information was 58.6%, twice that of women-headed households, 29.5%

Some modern information sources had lower usage ratios of both men-headed and women-headed households such as internet. It should be noted that in these modern information sources such as internet, there existed a great difference in usage ratio of households between urban and rural areas, with 17.5% and 1.9% respectively. Limited knowledge and skills on technical facilities, modern technique of communication will be one of the challenges for women, especially poor and ethnic minority women in accessing and using information.

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[18]Source: Household Living Standards Survey 2010, General Statistics Office

Chart 2.Ratio of households using internet by urban-rural area and sex of household head, 2010

Unit: %

Source: General Statistics Office, Household Living Standards Surveys 2002-2010.

Current statistical data on information and communication are not disaggregated by sex, therefore it is difficult to measure and calculate the number of women not accessing communicated information. Thematic surveys with tools for gathering detailed information are needed to accurately reflect current situation.

10.1.1.3 General Policy Outreach

Current E-services available: (i) General policy and Gender policy archive; (ii) Online Polls/Feedback; (iii) Online Newsletter module; (iv) Widget Link for Social Networking Sites and (v) E-books; (vi) Grassroots Radio Broadcast System; Radio and Television Broadcasting; etc.

Services Providers: State authorities, ICT members, etc. Services providers could be organizations or individuals.

Important Providers (State Authorities):

- At central level: Ministry of Labour, Invalids and Social Afairs (MOLISA)-Department of Gender Equality (GED); the National committee for the Advancement of Women (NCEFAW);Ministry of Justice (MOJ), Ministry of Culture, Sports and Tourism (MOCST); Vietnam Women's Union (WU); Trade Union (TU); Vietnam Chamber of Commerce and Industry (VCCI);Women Entrepreneurs Council (WEC); etc.
- At local level: Department of Labour, Invalids and Social Affairs (DOLISA); Department of Justice; Department of Culture, Sports and Tourism (MOCST); Women's Union (WU); Trade Union (TU); Vietnam Chamber of Commerce and Industry (VCCI); Women Entrepreneurs Council (WEC).

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Box 4. Websites of the National Committee for the Advancement of Women (NCEFAW)
http://genic.molisa.gov.vn/

- General policy and gender policy Archive: Legal documents and international documents in general and gender equality in particular;
- Online Women and Progress Newsletter
- Questions and Answers (Q&A) of policies on gender equality and the advancement of women
- Widget link and Social Networking Sites

Websites of Vietnam Women's Union http://hoilhpn.org.vn/

- General policy and gender policy Archive: Legal documents and international documents in general and gender equality in particular. Members of Women's Union nationwide can download these documents from the website
- Online forum: Forum is made to facilitate women to contribute to the State's policies, especially policy on gender equality and other policies for women. Some typical forums that attract many women being member of Women's Union nationwide to join are "Suggestion to the Party before National women's congress" and "Women's role in the society"

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The Government of Vietnam, international bodies, and NGOs in Vietnam are testing some free-of-charge and fee-discount legal assistance model for disadvantaged female groups. Together with directly providing services to target groups, the models also expand consultation through telephone, email, mail, etc.

> *The Justice Partnership Programme (JPP) is a joint program between the Government of Vietnam, Government of Denmark, Government of Sweden and the European Union to support justice sector reform in Vietnam. JPP has supported the implementation of some legal assistance models for ethnic minority women, poor women, and those who live in mountainous areas and islands, etc. Refer to http://jpp-jiff.org.vn/default.aspx*

Agencies, private organizations, international bodies provide pay e-services on policy outreach to women such as online consultation, telephone consultation (fixed and mobile phone);e-books, radio broadcasting programs, video clips, etc.

> *Online advices for inhabitants through telephone (fixed or mobile phone).Inhabitants, including women in need of legal assistance can directly call assistance switchboard. Fee is calculated based on the number of minutes the service is used. Service users can pay through their fee payment accounts.*

Box 5. Example of Telephone consultation 1088 –Lang Son Telecommunications about legal issues

This is a service which links users to consultants on different domains, including legal issues, with a consulting collaborator staff having profound knowledge, being experienced, having consultation skills, being ready to guide whole-heartedly and explain coherently to customers on Vietnam legal system in overall, or advise in details against circumstances and conflicts that may occur such as: labor contract violation, disputes in labor, labor contract and economic agreement; obstacles in invoice, record, tax report, bank transaction, securities investment; guiding procedure for land and housing purchase/ sale, construction, transfer and inheritance, etc. This is a useful guideline for national and international enterprises and companies, as well as for inhabitant in their social lives.

Advantages of the Consultation service 1088 of Lang Son Telecommunications include flexible time, together with an experienced, confidential and whole-hearted staff. Service quality is always paid attention to and improved through a close monitoring system; through regular experience sharing exchanges among Consultation centers, and through the process of acquiring active and timely contributions from service users.

Fee: (*VAT excluded*).

Call direction to the service			
		Fee (VND/minute)	**Method of fee calculation** (minute)
From the same district	Fixed telephone subscriber	2,727	1+1
	Public point having service staff	2,727	1+1

- Fee for service 1088 is calculated from the time the host successfully connecting to Consultants.

- Fee for using the service at public points: 454 VND/ phone call.

In Vietnam, private law firms system which provides pay legal assistance service has developed vigorously in recent years, with relatively abundant types of services such as: Policy Archive, online consultation, telephone consultation, mail, email, etc.; free provision of petition and letter forms, etc. However, private law firms only locate in big cities, urban areas and industrial zones where many labors live, etc. Inhabitants, especially women in disadvantaged areas, hardly have information or cannot afford this service. Refer to website: http://luatvletco.com/

Shortcomings in terms of e-services in policy outreach for women

- Mainly legal documents being uploaded, that was inappropriate for low-educated female groups to study and apply by themselves.
- Online or interactive assistance services: Few providers have this type of service. A few models provide the service freely, being financed by the Government or international bodies. Some private providers offer pay service.

Online Polls/ Feedback

- This service is not popular in Vietnam, and few women can access it.
- The number of providers for this service is small as well. Some policy makers, state administrative agencies, Women's Union, Vietnam General Confederation of Labor, Vietnam Chamber of Commerce and Industry, etc. created forums on different topics for inhabitants, including women, to give Online Polls/ Feedback.

> *Ministry of Labor, Invalids and Social Affairs opened a forum on its Websitehttp://www.molisa.gov.vn/ to gather inhabitants', especially women' views on the plan on adjusting retirement age policy for female labors. After 3 months since the forum opening, many opinions were collected, equipping the Ministry with more information for making policies.*

c) E-services in career orientation, education, training and vocational training

With a population of nearly 90 million people and a labor force of more than 51 million people, Vietnam is considered a country having abundant human resources and a young labor force. However, labor quality was not high; ratio of trained labors was still low at 34% in 2013 (according to MOLISA).Because of low labor quality, Vietnam's labor productivity was lower than those of other countries in the region and the world: 38.8 times lower than that figure of Japan, 16.2 times lower than Korea, 6.6 times lower than Malaysia, 2.3 times lower than Thailand, 1.9 times lower than China, and 1.4 times lower than Indonesia.

Given this circumstance, the Party and the Government of Vietnam decided to prioritize the development of human resources, by viewing human resources development as one of the three breakthrough solutions set out in the Vietnam Socio-economic development strategy to 2020[19].To concretize this policy, the Government of Vietnam approved Education development strategy for the period 2011-2020[20], in which, solutions set out include "*Push up ICT application in teaching and learning so that by 2015, 100% university and college lecturers, and by 2020, 100% vocational training and general school teachers can apply ICT in teaching. Draft and use e-syllabus and e-textbooks.*" Subsequently, Vocational training development strategy for the period 2011-2020[21] suggests to "*Diversify training activities and forms (formal training, informal training that uses e-learning); vigorously apply information technology in vocational learning and teaching, etc.*"

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[19]Documents of the 11th National Congress of the Communist Party of Vietnam
[20]Decision No. 711/QD-TTg by Prime Minister dated 13 June 2012 approving Education development strategy for the period 2011-2020
[21]Decision No. 630/QD-TTg dated 29 May 2012 by Prime Minister approving Vocational training development strategy for the period 2011-2020.

Available E-services:

    (i)   Policy Archive on Education and Vocational Training;

    (ii)   Online/telephone consultation on career orientation;

    (iii)   Online/telephone consultation on Education and Vocational training;

    (iv)   Online search/archive on enrollment;

    (v)   Online register;

    (vi)   E-learning;

    (vii)   Online Education and Vocational Training Statistics Archive

E-services Providers for Education and Vocational Training include state-owned, private and foreign agencies/ bodies.

E-services Providers by categories:

    (i)   State management agencies in charge of education, training and vocational training at central and provincial/ city levels. In details: MOET, MOLISA; and DOLISA, DOET (at provincial level);

    (ii)   Education – training schools/ centers, vocational schools/ centers (state-owned, private, foreign);

    (iii)   Socio-political agencies: Women's Union, Farmers' Association, Vocational Training Association, Trade Union, etc.;

    (iv)   Others

Providers' capabilities in service provision

However, the most popular service is Archive; only few providers can provide online services such as online consultation, online polls/ feedback or e-learning. In details:

    (i)   State management agencies in charge of education – training and vocational training at central and provincial/ city levels have their own websites which offer a number of e-services such as policy archive, updated news on professional fields.

Box7. Example of E-services by Ministries

Websites of MOET (http://www.moet.gov.vn/) provides:

    (i)   Enrollment Archive (secondary vocational training schools, colleges, universities, postgraduate programs);

    (ii)   Widget Link to service providers and Social Networking Sites

Website of GDVT (http://tcdn.gov.vn/) provides:

    (i)   Information on career orientation and vocational training advice at column "Career orientation – Vocational training";

    (ii)   Information on vocational training courses at column "Integrated information on vocational training";

    (iii)   Job consultation and introduction at column "Job opportunities";

    (iv)   Online training materials of some fundamental subjects and popular occupations.

Almost all colleges, universities and some vocational training schools in Vietnam have their own websites. Information can be searched for, and a large number of e-services on these websites may be used directly.

Box 8. Example of E-services by other Providers

Websites of Universities, Colleges and Vocational Training Schools/organizations provides the following e-services:

(i)   Online/telephone consultation on career orientation;
(ii)   Online/telephone consultation on Education and Vocational training;
(iii)   Online search/Enrollment Archive; Online Newsletter module
(iv)   Online enrollment; Online register
(v)   E-learning Programs
(vi)   Academics: Programmes, academic calendars, etc.
(vii)   Job opportunities
(viii) Others

Refer to Website directory of more than 200 universities, nearly 200 colleges and more than 150 secondary vocational training schools at: http://thongtintuyensinh.vn/Danh-ba-websites-cac-truong-trong-toan-quoc_C236_D6258.htm#.U8ZEsZR_swY or http://www.vietnamtradefair.com/dn/gd_dh.htm. Refer to Website directory of more than 150 vocational training colleges and nearly 80secondary vocational training schools at: http://thongtintuyensinh.vn/Danh-ba-websites-cac-truong-trong-toan-quoc_C236_D6258.htm#.U8ZHwZR_swb. Refer to the list of 462 vocational training centers at:

http://mic.gov.vn/daotaonghe/danhsach/Trang/DanhSachDaoTaoNghe.aspx?title=&loaidaotao=&tinh=&issearch=true&curpage1=0

E-learning on Education and Vocational Training in Vietnam

From 2002 backwards, there were few materials on research and studies in E-Learning in Vietnam. During 2003-2004, E-learning research in Vietnam was paid attention to by many more agencies. In many recent conferences and workshops on information technology and education, a concern has been raised about E-Learning and ability to apply E-Learning in the education environment in Vietnam. Some examples of such conferences and workshops are: Workshop on improving education quality at Vietnam National University, Hanoi (VNU), 2000; Higher education conference 2001; and most recently, the 1st National Science workshop on researching development and application of ICT/rda 2/2003;the 2nd National Science workshop on researching development and application of ICT/rda 9/2004; and the Science workshop on "Studying and deploying E-Learning" jointly held by Information Technology Institute (VNU, Hanoi) and Faculty of Information Technology (Hanoi University of Technology) at the beginning of March 2005 which is the 1st science workshop on E-Learning in Vietnam.

Universities in Vietnam initially studied and implemented E-learning. Some of them applied educational software that brought about good results include: VNU, Hanoi – University of Engineering and Technology; VNU, Hanoi – Information Technology Institute; Hanoi University of Technology; Vietnam National University, Ho Chi Minh city; Posts and Telecommunications Institute of Technology, etc. Most recently, Information Center within Ministry of Education and Training has launched E-learning gate to systematically provide E-Learning information all over the world and in Vietnam. Besides, some software

companies in Vietnam have launched some products to support education. Although the products are not big and completely packed, they partly contribute to the development of E-Learning in Vietnam.

Vietnam joined Asia E-learning Network – AEN (www.asia-elearning.net) with the participation of Ministry of Education and Training, Ministry of Science and Techonology, Hanoi University of Technology, Ministry of Posts and Telecommunications, etc.

These facts show that the study and application of this education type is being concerned in Vietnam. Yet, compared to other countries in the region, E-Learning in Vietnam is only at the very first stage. A great number of work need to be done to catch up with other countries.

Box 9. Example of E-learning system in Hanoi University of Teachers (http://lms.hnue.edu.vn/)

The system offers learners courses, lectures and e-textbooks. It allows interaction between teachers and learners during the teaching and learning process. Learners are required to register an account before using the system.

Available courses: There are currently 11 courses, for instance: Applying information technology in primary school; Network programming; Using modern teaching equipments; Applying e-learning in vocational training management; English courses; etc.

Websites of E-learning providers in Vietnam: List of 25 e-learning providers now available at: http://vnnsearch.com/danhbawebsite/dao-tao-truc-tuyen/

Box 10. Example of E-learning Vocational Training Providers for Women

1. **Solution Service Supply for Vietnamese Enterprises –Training Services Center** http://toiyeuketoan.com.vn/dao-tao-ke-toan/1/dao-tao-ke-toan-truc-tuyen.html

Introduction

You are manager of an enterprise. You do not have enough time to attend an advanced accounting course in person since you have to work, or just because you are far away in terms of geographical distance. We, with experienced lecturers in finance and accounting, and an active information technology staff, together with modern technology, create an unlimited educational environment.

By owning and linking to modern technology, we open classes in which learners can discuss directly; lecturers chair by computer and use e-lessons for teaching; at the same time, learners can directly see lecturers' acts as well as referential explanations written in the live studio. Vice versa, when a learner has a question about a lesson or does not understand a section, he/she can directly ask the lecturer for explanation. Beside direct discussion between lecturers and learners, learners in the same online room can exchange and discuss together, helping them to improve their professional knowledge and creating an ebullient learning environment like that of learning in person. With a motto of "quality over quantity", each online class has from 6 to 10 learners so that lecturers can closely control and monitor.

In order to join an online accounting class, you are required to have an internet access computer. Moreover, if you use a desktop computer, you need a headphone to hear and talk to lecturers and other learners in the same class. Also, a webcam is needed if you want to be seen by lecturers and other learners

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(in case a laptop is used, you do not need any additional equipments for most modern laptops are designed to have these equipment integrated).

- Online register!
2. http://www.ketoantrithuc.com.vn/7/dao-tao-ke-toan-truc-tuyen

10.1.1.4 Women's Economic Participation

Services: Services are abundant in quantity and quality. The most popular services include:

- Consulting about, introducing jobs inside the country: Online and fixed/mobile phone
- Advising, recruiting labors to work overseas under labor contracts: Online and fixed/mobile phone
- Coaching for Women Start-up Business: Online and fixed/mobile phone
- Consulting about job policies, wages, labor relations: Online and fixed/mobile phone

Service providers: Services are provided by state-owned agencies, associations and private enterprises. At present, 130 government centers offer public job services in the whole country.

- The state management agency in charge of employment – Department of Employment within Ministry of Labor, Invalids and Social Affairs – has a website providing information on: (i) Directory of employment services centers; (ii) Labor market, number of labors finding a job, number of vacancies in enterprises; (iii) Legal regulations on employment; etc. (http://vieclamvietnam.gov.vn/)
- 130 employment services centers have their own websites, which provide information on labor supply – demand in local areas, information on vacancies in enterprises, information on recruiting labors to work abroad under labor contracts; etc. Forms of service provision: Online and fixed/mobile phone. Strengths: prestige, being trusted by labors, low service fees, fees in some case being exempted or reduced pursuant to state's policies. Weaknesses: Limited service providing network by locating mostly in big urban areas and concentrated industrial zones. Refer to http://vieclamhanoi.net/
- Employment services centers/ enterprises set up by socio-political organizations and career associations such as Women's Union, Farmers' Association, Association of Craft villages, Veterans' Association, etc. Services offered include: information on labor supply – demand in local areas, information on vacancies in enterprises, information on recruiting labors to work abroad under labor contracts. Forms of service provision: Online and fixed/mobile phone, online recruitment forum. Strengths: prestige, being trusted by labors, low service fees, fees in some case being exempted or reduced pursuant to state's policies, widespread service providing network. Weaknesses: less-developed ICT infrastructure, hence, there are hardly any online services, but mainly through fixed/mobile phone or in person. Refer to: http://cuuchienbinh.com.vn/; trungtam20-10phunuhanoi.com
- Private employment services centers/ enterprises. Strengths: diversified types of services, quick responses. Weaknesses: Some disreputable centers provide dishonest information, charge high fees, even trick labors out of money. Refer to: http://www.timviecnhanh.com/; http://hn.vieclam.24h.com.vn/; http://www.vietnamworks.com; www.tritamcompany.com/; www.careerlink.vn; www.fosco.vn/; www.viecchoban.vn; employer.vietnamworks.com, etc.

Online Coaching for Women Start-up Business

A shortcoming of Vietnamese labors in general and of female labors in particular is lacking in knowledge and skills for business start-up. To overcome the restriction, many governmental and non-governmental organizations and individuals carried out activities to improve knowledge of and skills in business start-up for labors under different forms, including Online Coaching for Women Start-up Business.

Providers: Government agencies, Ministries, socio-political organizations, associations, universities, colleges, vocational training schools, NGOs and international bodies (projects), etc.

Box 11. Online Coaching for Women Start-up Business in MOLISA

MOLISA assigns Department of Employment and General Directorate of Vocational Training to be in charge of providing the service.

Department of Employment, through activities of Employment services centers organized Online Coaching for Women Start-up Business for labors, including women. Websites of Department of Employment and of Employment services centers provide information on Online Coaching for Women Start-up Business courses. After the course, labors are also advised on project establishment, loan borrowing for business start-up.

General Directorate of Vocational Training implemented Program on Training for knowledge of and skills in business start-up which was supported by the International Labor Organization (ILO) and taught by ILO professionals. After the courses, female learners mastered fundamental knowledge of business start-up and business management. In addition, learners were assisted to build enterprise development projects and advised on loan borrowing for business development, etc. Information on these courses is available on websites of General Directorate of Vocational Training and vocational training schools.

A vital provider of e-services on business start-up is VCCI. At http://vcci.com.vn/, female labors can access useful services supporting business start-up. Information on training courses on business start-up is frequently announced on the website, including online training courses. Additionally, the website also provides information supporting business start-up, forums for sharing experiences of business start-up such as "Business development and creativeness forum", "businesswoman forum" or "business forum", etc. VCCI also has an e-newspaper namely "Business forum". The e-newspaper often provides information on business start-up for different groups of women.

Vietnam Vocational training association, as the representative of vocational training centers, cooperated with ILO and GIZ to develop programs on business start-up for female labors, especially rural women. These training courses are fully informed on the Association's website.

Training courses on business start-up are frequently held in some universities such as VNU Hanoi, University of Labor and Social Affairs, etc. Information on these courses is available on websites of the universities. For instance, in VNU Hanoi, training courses on business start-up are organized for different target groups (young female labors, rural female labors, disabled labors, etc.). During the course, trainees can learn useful knowledge and skills for business and production organization, business planning process, the way to arrange human resources in business (business management, opening accounting books, financial receipt and payment, business experience of each business unit in provinces nationwide from small model to big model), to learn experience from other businesses in animal husbandry and plantation from breeds selecting stage to consumption stage.

Private services providers have activities in business start-up too, such as CET-CAW (Center for Training and Capacity building of women). A training program on business start-up for women is provided on CET-CAW's website at http://cet-caw.com/.The program was developed by the University of Sydney, Australia, VNU Hanoi and Central Women School under the support of Australian Agency for International Development (AusAID). The training course aims at**:** Equipping women in need with business start-up knowledge; Providing management and operation skills applied for small and medium enterprises and household business; Widening chances to have a job and good income for women, helping them to do business. Learners of the training course are women who are doing business directly or intend to start up their own business.

Refer to some websites: Another service provider is Thanh Giong knowledge portal at http://khoisudoanhnghiep.thanhgiong.vn/. This website offers training courses in business start-up for women. Moreover, it also has a forum for sharing experience in business and production, success and failure of businesswomen at the market place. This is a practical service for women who are preparing for their business start-up.

Box 12. Thanh Giong Knowledge Portal would like to ANNOUNCE

At present, a great number of people registered for online courses Business start-up and set-up. To ensure training quality and conform to training process and certificate granting, Editorial board of Thanh Giong knowledge portal would like to announce as follows:

For learners who register through Youth union system in universities and colleges, Organization board will hold an offline training session in person and invite businessmen/ businesswomen to share experience with you all at your universities/ colleges. Also, at the offline session, Organization board will provide account and password for online courses in business start-up and set-up for you to log in. You can change your password by yourselves. After the offline session, you can log in to learn, to watch lecture videos and clips, to discuss on forums, to do a test and to do the final exam.

For learners register directly (online) at thanhgiong.vn, you can only see the textbook online here. In case you would like to learn offline and join online classes taught by lecturers and professionals to conform to the right process of certificate granting, please send registration email to address ksdn@thanhgiong.vn *(please provide information in full: Full name, date of birth, ID number, telephone number, email, current studying schools, current living place)*. Organization board will arrange offline session and online classes for you right after there is enough number of registered learners in your province/ city.

Schedule of offline sessions will be announced at thanhgiong.vn right after session place is confirmed.

However, if the number of learners who register online at thanhgiong.vn satisfy requirements for organizing offline session in a province out of the 5 above-mentioned provinces/ cities, Organization board will hold an offline class in province from which the number of registered learners is equal or more than 100.

      For more information, please contact:

      - Online training program Business start-up and set-up

      - Tel.: 04.62631994/ 0907871980

      - E-mail: ksdn@thanhgiong.vn

      Thank you!

                                             BUSINESS START-UP PROGRAM

Together with providing knowledge of and skills in business start-up, some e-service providers also offer service in procedure to set up a business. For example, website http://simonlaw.vn/ includes advices on legal regulations on different types of business, advices on fulfillment of business registration documents; service in representing to do business registration; advices on commitments after business is set up, etc. Female labors can easily receive consultation "packages" for business set-up depending on their needs.

10.1.1.5 Women's Health

Online Search/ Archive for clinics supported by government

Currently, a lot of sources provide Online Search/ Archive for clinics for women:

- Ministry of Health and Departments of Health provide Online Search/ Archive for clinics supported by Government, http://www.moh.gov.vn/
- Vietnam Private Medical Association (VNPMA) provides the list of clinics which are its members at http://www.ytunhan.vn/home/tintuc.aspx?id=128. The website also offers online support and discussion forum on clinic quality evaluation by specialty, on selection of suitable clinic in each area, etc.
- Organizational and personal websites which provide different information on the health system nationwide (central and 63 provinces/ cities), including: systems of hospitals, health centers, state-owned, private and international clinics, etc. Hundred of such websites providing Online Search/ Archive for clinics for women can be searched for, for instance, http://danhba.bacsi.com/
- Forums on social networks provide the list of state-owned, private and foreign clinics in Vietnam. Currently, women access social network websites more than government websites; however, information quality of these social network websites needs to be considered.

In overall, at present, online search for clinics in almost all cities and urban areas in Vietnam is diversified and easy to be used. On the contrary, inhabitants in rural and remote areas hardly know about this service.

Online Consultation on Women's Diseases, Maternal and Child Health

Currently, there are many forms of consultation on Women's Diseases, Maternal and Child Health, for example: direct consultation at health centers, telephone consultation, and internet consultation. Women who cannot use internet may go to health centers for direct consultation or request for telephone consultation. Almost all women who can use internet are interested in internet consultation thanks to its convenience, abundance of information, ability to refer to different information sources, cheap price/ free-of-charge.

Information sources for consultation include:

- State-owned, private and international hospitals and health centers. The most reputable websites include those of central and big cities' hospitals, such as national hospital of obstetrics and gynecology (http://benhvienphusantrunguong.org.vn/), Hanoi hospital of obstetrics and gynecology (http://www.benhvienphusanhanoi.vn/), Tu Du hospital – Ho Chi Minh city (http://tudu.com.vn/vn/suc-khoe-mang-thai/can-tu-van-ve-suc-khoe-sinh-san/)
- Medical and pharmaceutical organizations and associations which provide consultation services for women's and children's health through websites and/or telephone

- E-newspapers which have pages for consultation on women's and children's health such as Health and Life newspaper (http://suckhoedoisong.vn/), News Online (http://vietnamnet.vn/vn/khoa-hoc/suc-khoe-gioi-tinh/); Family's Online Newspaper (http://www.giadinhonline.vn/)
- Social network forums which exchange and consult on women's and children's health: this form is being interested the most by women who can use internet, as women can discuss in the forums, receive different multi-dimensional information and quick response. For example, http://diendan.phununet.com/ currently has 6,732 consultation messages; http://www.lamchame.com/ has 64,680 likes;
- Switchboards for health consultation through telephone. This is a pay service, which supplies health services such as reproductive health; child health care; women's and children's psychology, etc.

Online Consultation on Sexual Violence/Abuse

Pursuant to Law on legal assistance, it is necessary that Vietnam has a network of consultation centers on Sexual Violence/Abuse. These centers may locate in hospitals or somewhere else but need to be linked to hospitals. Yet, such a system is still in research and pilot application phase. None of the centers formally operates.

At present, the most popular form of consultation in Vietnam is through hotlines, with consultation services in psychology and legal assistance. However, as the hotlines are held by non-governmental organizations and its coverage is not nationwide, its support for consultation is still limited. For instance, Vietnam Women's Union has a hotline for consultation in some provinces/ cities; some NGOs hold a number of similar hotlines in some provinces/ cities. Nevertheless, since information on these hotlines is not widespread, women do not know what they can be assisted in and how to get assistance.

As for children, Department of Child Care and Protection within MOLISA has its own website which provides information on policies, and guidance on skills in preventing children from, assisting children and intervening in Sexual Violence/Abuse. Organizations and individuals can access the website to search for information or to be consulted.

10.1.1.6 Gender Policy Monitoring

a) Data Collection Module on Women's ICT Use / Behavior, etc.

Indicator kit for national statistics[22] of Vietnam does not include statistical indicators of the number of people using computer and the number of people using internet.

Statistical indicators being used include:

- "The number of Fixed/ Mobile Phone Subscribers";
- "The number of Broadband Internet Subscribers"

Noticeably, both indicators cannot reflect the level on which women and men use telephone and internet.

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[22]Decision No.43/2010/QD-TTg dated 02 June 2010 by Prime Minister issuing Indicator kit for national statistics.

Indicator kit for national statistics on gender and development[23]

Indicator kit for national statistics on gender and development is a tool for gathering data on gender statistics, aiming at monitoring and evaluating the status of gender and development, the advancement of women and gender equality in different areas of socio-economic lives, satisfying the need for information on gender statistics of the Government of Vietnam and other organizations and individuals.

The indicator kit for national statistics on gender and development comprises 105 indicators for national statistics on gender and development in 11 domains: 1- Aggregate indicator; 2- Population; 3- Labor force and employment; 4- Leadership - Management; 5- Education and Training; 6- Science and Technology; 7- Culture, Information, Exercise and Sport; 8- Health; 9- Family life; 10- Social protection and safety; 11- State management capability in gender equality. Each indicator is regulated by classification level, publication cycle, agency in charge, indicator code in the indicator system of national statistics and indicator's targets in the National Target Strategy on gender equality for the period 2011-2020.

Of the above domains, the Aggregate indicator has 3 indicators including: Indicator of gender development; indicator of women's role; indicator of gender gap. All these indicators have publication cycles of 2 years and are being in charge by General Statistics Office.

The Population domain has 13 indicators. Of which, indicators including: population indicator; population sex ratio; sex ratio at birth; total fertility rate; maternal mortality rate in antenatal period; under-one mortality rate; under-five mortality rate; in-migration, out-migration and net migration rate; percentage of married women using contraception measures; average age of first marriage; average age of giving birth for the first time have publication. Whereas, publication cycle for indicator of average life expectancy at birth and indicator of the number and structure of households is 2 years.

Labor force and employment domain comprises 14 indicators, with noticeable indicators such as: labor force indicator; labor force participation rate; percentage of trained employed workers; the number of employees having job; average income per employed worker; percentage of women in poor rural areas and ethnic minority areas who are in need of preferential loans from programmes on employment, programmes on poverty reduction and from other formal credit sources; etc. These indicators have annual publication cycles.

Education domain includes 12 indicators: the number of teachers and lecturers; the number of pupils, students and trainees; enrolment rate of general schools; graduation rate of general schools; etc. These indicators are publicized annually. Indicators which have publication cycles of 2 years include: percentage of literate population at 15 years of age and above; educational qualification of population at 15 years of age and above; average years of schooling of population at 15 years of age and above; percentage of female masters and doctors.

Health domain has 18 indicators: the number of health staffs; percentage of medical stations at communal, ward, town levels having attendance at delivery and/or obstetric and pediatric physician; proportion of newborns weighing less than 2500 gram; the rate of children under five who are malnourished; the number of cases infected and died of epidemic infectious diseases; adolescent pregnancy rate; abortion rate; percentage of delivered women being pregnancy checked up for 3 times during the most 3 important pregnancy periods; the number of HIV infected persons, the number of AIDS cases, the number of AIDS deaths, etc.

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[23]Decision No.56/2011/QD-TTg by Prime Minister issuing Indicator kit for national statistics on gender and development.

Comments on gender statistics in Vietnam:

- Both 2 above-mentioned indicator kits for national statistics do not have indicators of the numbers of telephone subscribers and of internet subscribers disaggregated by sex.
- Although both 2 national indicator kits were issued and came into force, the annual data collection and publication have not been carried out.
- In order to get annual statistical data on gender, the state management agency in gender equality (Department of Gender Equality, MOLISA) has to use data from national surveys, and/or to aggregate data from administration reports by Ministries, provinces/ cities. Thus, data on gender are not updated and highly confidential.
- National surveys that provide data for Gender Statistics: Population and Housing Census (implemented by GSO with a frequency of once every 10 years); Population Change Survey (annually carried out by GSO); Business establishments and enterprises survey (annually conducted by GSO); Labor Force Survey (annually implemented by GSO); Household Living Standards Survey (annually carried out by GSO), etc.
- Thematic surveys conducted by management agencies, research institutions, international bodies, etc. have its own targets. For example, the Viet Nam Multiple Indicator Cluster Survey (MICS) was carried out by the General Statistics Office of Viet Nam. MICS is an international household survey programme developed by UNICEF. The Viet Nam MICS was conducted as part of the global MICS surveys. MICS provides up-to-date information on the situation of children and women and measures key indicators that allow countries to monitor progress towards the Millennium Development Goals (MDGs) and other internationally agreed-upon commitments. Additional information on the global MICS project may be obtained from www.childinfo.org

10.1.2. Country Specific (Potential) Demand for e-Services

10.1.2.1 General Policy Outreach

Women's demand for Gender policy archive: E-services need to be developed towards disadvantaged women groups, for example, by designing simple interfaces, using different images, communicating with voices, etc.

Women's demand for Online Polls/ Feedback: This service's development needs to be focused on to meet the requirements of women in the coming time. The reason is that, Vietnamese women, with their current gender role, are carrying "triple roles": (i) working for income; (ii) implementing most of housework, child care and elderly care; (iii) participating in socio-political activities. Due to the burden of work, women have less time for socio-political activities, and hardly participating in meetings and events to make contribution to the construction of policies and plans for community development, etc. The development of online polls, online feedback, etc. may support women in participating in, contributing to and criticizing socio-political activities at local and national levels. It should be noted that e-services are developed in accordance with the need and ability of disadvantaged women groups.

Women's demand for Widget Link for Social Networking Sites: Women's demand for participating in Social Network, as a common trend of the world, will sharply increase in the time to come. Taking advantages of capability to rapidly spread information within communities, social networking sites may assist women in every area, from work to family life, social activities, etc. In the coming time, not only

urban women but also rural women and those who live in remote areas will have a high demand for joining social networking sites. Women groups, especially those of less than 25 years old, will gradually be familiar with internet, Social Networking sites and this fact will become popular and spread quickly in rural areas, even in remote areas. However, the administration of Social Networking Sites needs to be strengthened to make sure that women are safe in their using process. Also, it is necessary to improve propaganda and education for women so that they can see risks while getting in touch with, or while participating in social networks. Demand of disadvantaged women groups for using this type of service also needs to be satisfied, from then on, having measures for assisting and guiding women to participate in a safe and effective manner.

10.1.2.2 Women's Health

Women's demand for Online Search/ Archive for clinics supported by government

Demand for this service will enjoy a boom in the coming time, when the coverage of internet spreads. The service is indispensable, given the system of state-owned hospitals being always overloaded at central and provincial levels; people, including women, being confused about searching for reputable health centers that are relevant to their diseases and financial conditions. In the future, apart from providing clinics' addresses, the service should be supplemented with the guidance on the selection of relevant clinics.

Despites many service providers for this service, it is used by few women. Therefore, propaganda for the service should be enhanced so that it is known and used by more women when needed.

Online Consultation on Women's Diseases, Sexual Violence/Abuse and e-Learning to Prevent Sexual Violence/Abuse

Currently, Women's Diseases and Sexual Violence/Abuse are still "sensitive, hard" subjects for Vietnamese women, especially rural women. They hesitate to come to health centers to consult health staffs in person because of being ashamed and complex. The development of online consultation, therefore, will help women get rid of their concerns. Women groups interested in this service include young women, migrant women, single women, etc. Beside the development of services relevant to the need and ability of target groups (being low-educated, having low ability to pay, not being fluent in using internet, etc.), service propaganda and popularization to targeted women groups need to be strengthened.

Online Search/ Archive for Maternal and Child Health

Given socio-economic development, women have more chances to pay attention to maternal and child health. Women's demand for Online Search/ Archive for Maternal and Child Health will increase fast. The convenience and relevant service price will be driving forces for more women using this service, beginning by urban women. It will take less time and money for women to search for information; at the same time, women can refer to different information sources to compare, select and search for the most relevant and reputable information sources.

Nevertheless, it is necessary to take into account the need of women groups which are low-educated and not fluent in using internet. Easy-to-use services with relevant prices should be developed to serve these target groups.

10.1.2.3 Women's Economic Participation

In the coming time, there will be still many women working in informal sector and self-employment sector. They are in need of assistance in business start-up, especially under convenient and low cost assistance forms.

Online Coaching for Women Start-up Business. Experiences in the last time show that women's demand for this service is getting bigger. However, it is difficult for low-educated women who cannot fluently use computer and internet to learn independently. Therefore, women need to be gathered by occupation group and online coaching will be held for each group. Each group should have some people who already participated in online coaching to share experiences with the newcomers.

E-leaning is a new form of training in Vietnam; it is very suitable for women, especially married women, women with young children. Women can work while studying; just take care of children and doing household chores

E-leaning demand will increase in the future, especially those jobs do not require practice on machines such as English, accounting,...

Recently, trends in e-leaning applied have increased rapidly in universities, colleges and vocational training in Vietnam.

10.1.2.4. Gender Policy Monitoring

For a large number of agencies/ organizations and individuals, the demand for gender statistics is quite great. Although the indicator system of statistics on gender and development at national and other levels was launched by the Government, data collection and upload on government agencies' websites have not been conducted. This is a challenge for searching and using gender statistics in general and data module on women's ICT use in particular.

10.1.3. Future Directions of e-Services

10.1.3.1 Orientation for ICT development in Vietnam to 2020

Vietnam has an impressive ICT development growth rate compared to other countries in the region and in the world over the last time. In the time to come, the Government of Vietnam will continue investing in ICT development, considering ICT as a vital solution to turn Vietnam into a basically industrialized and modernized country by 2020. Detailed policies and strategies are as follows:

Resolution No. 13-NQ/TW, dated 16 January 2012, by the 4th session of the 11th Central Committee of the Communist Party on ***Building a comprehensive infrastructure system*** aims at turning Vietnam into a basically industrialized and modernized country by 2020. Detailed orientations for information infrastructure development are as follows:

- Strongly develop a system connected diversely to international network, forming domestic information superhighways and international links; strengthen the management of information on Internet, social networks and personal blogs. Further develop telecommunication satellites, putting Vinasat-2 into operation by 2015; build national key information technology zones.

- Build national database on citizens, land, housing and enterprises to form the basis for the application of information technology in the management of resources for the country development. Accelerate the implementation process of citizen electronic cards, e-Government and e-ASEAN commitments.
- Push up the application of information technology in the management, exploitation and operation of the socio-economic infrastructure system and of the whole economy. Consider the promotion of information technology development and application as the first priority in the itinerary of industrialization and modernization of each industry and area. Develop information technology industry, promoting the development of the software industry in a fast and sustainable manner.
- Enhance capability to master technology and enhance the effectiveness and efficiency in managing the infrastructure system of information technology and the information contents used for the Party and the State's leadership, direction and administration; meet requirements of information supply and exchange in the society, pushing socio-economic development, ensuring national defense and security; ensure information safety and security, and national sovereignty over cyberspaces, etc.

Resolution No. 16/NQ-CP dated 8 June 2012 by Prime Minister stipulating *Action plan on building a comprehensive infrastructure* targets at turning our country into a basically industrialized and modernized country by 2020. The plan sets out detailed missions in terms of information infrastructure as follows:

- Develop a project on financial mobilization for investment in information infrastructure to 2020, and make sure that the project is feasible.
- Review, speed up and oversee the implementation of projects on investment in the system of post and telecommunication. Focus on investing in building an international-linked ICT infrastructure system. Form domestic information superhighways and international links.
- Develop a project on investment in applying information technology in the management, exploitation and operation of the socio-economic infrastructure and the economy as a whole.
- Develop a project on investment in applying information technology in education and training, e-textbook development, online training, etc. to meet requirements of the renovation of teaching and learning method, examination and the evaluation of education quality.
- Develop a project on investment in intelligent health to improve the quality of health services, contributing to cost saving and restricting hospital overload.
- Build Programme on investment in improving ability to develop internationally qualified human resources in information technology; improve capability to master technology, capacity to research and develop, ability to master source technology, produce core and key products on information technology; enhance capability, effectiveness and efficiency in managing the system of information infrastructure and the information contents used for the Party and the State's leadership, direction and administration; develop capacity of national information technology to meet requirements of information supply and exchange in the society, pushing socio-economic development, ensuring national defense and security; ensure information safety and security, and national sovereignty over cyberspaces.
- Focus on investment in the information technology industry; push up the development of the software industry. Build national key information technology zones.

- Develop national database on citizens, land, housing and enterprises. Implement citizen electronic cards and e-Government nationwide.

According to the development orientations of Vietnam's information infrastructure to 2020, e-services provision to people in general and women in particular will be more promising than in previous periods.

10.1.3.2 Advantages and disadvantages for women

Advantages

- With prospects of e-Government and information technology infrastructure development at both central and local levels, providers, especially government providers, will have more favorable conditions and be strengthened in capacity to provide e-services. Also, quality of e-services will be improved with updated information, information forms being more diverse and user friendly.
- Government programme on investment in ICT infrastructure will push up the coverage speed of internet and e-services. Women in rural and disadvantaged areas, therefore, can have a chance to use internet and e-services.
- Policy on support for E-learning development will facilitate women in learning, improving educational and technical qualifications, health care skills, skills in protecting themselves from risks, etc. On the other hand, e-learning can help women improve their capability to use information technology in general and internet in particular. These are favorable conditions for women to develop their careers, making work better, having better income and living standards.
- The robust development of low-cost smart phone for internet access will facilitate low-income women, rural and mountainous women in using internet and e-services.
- Women's educational qualification and gender equality in ICT are getting improved will be favorable factors to support women in accessing computer, internet and e-services.

Disadvantages

- A part of rural, ethnic minority and poor women are facing difficulties in using computer and internet to exploit information on gender policies;
- The development of e-services has not properly taken into account the actual need and ability of women, especially disadvantaged women groups. Thus, there will be not many e-services for serving the needs of disadvantaged women groups in e-service in the time to come.

Recommendations

- It is necessary to mainstream gender equality in policies and programmes on ICT development in general and e-services in particular, making sure that both women and men have a chance to enjoy these services.
- Promote the popularization and propaganda so that more women know about and use e-services
- During the development process of e-services, it is necessary to pay attention to the actual need and conditions of disadvantaged women groups. Develop e-services so that they are friendly to disadvantaged women groups.
- Have policies on supporting disadvantaged women groups in accessing e-services. In details, (i) Assign local Women's Union to set up and manage public internet points for women in each residential cluster, with fee exemption or reduction. (ii) Consider the grant of free internet cards

to disadvantaged women groups registering to use e-services, for example, registering e-learning to study and to learn about an occupation; online coaching for women start-up business; online consultation on women's diseases, children's health, online search, etc.

- Propagandize women on risks of using internet, social networking sites, etc. so that they know how to prevent and protect their families and themselves from these risks.
- The Government should make every effort to operate the indicator system of national statistics on gender and development and upload it on its agencies' websites.

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