

## COURSE SYLLABUS

(Training level: *Undergraduate*)

### Course Title:

Vietnamese Course Title: **Dịch vụ công trực tuyến**

English Course Title: Online public services

**Course Code:** PSO231

**Major:** Office Administration

**Version:** 2017

### 1. General information

- Number of credits: 3 (Theory: 3; Practice: 0)

- Types of Knowledge:

General Education		Base core courses		Major core courses		Concentration courses		Others
Required <input type="checkbox"/>	Optional <input type="checkbox"/>	Required <input type="checkbox"/>	Optional <input type="checkbox"/>	Required <input type="checkbox"/>	Optional <input type="checkbox"/>	Required <input type="checkbox"/>	Optional <input checked="" type="checkbox"/>	Alternative subject of Graduation Thesis <input type="checkbox"/>

- Required courses: None

- Pre-requisite: Clerical administrative work

- Co-requisite: None

- Facility Requirements: The lecture hall is equipped with a projector

- Departments in Charge: Department of Office Administration - Faculty of Economic Information Systems

### 2. Time Allocated

Total: 54	Theory: 33 periods
	Discussion/ Group Presentation: 18 periods
	Exercises/Essays/Practices: 0.
	Tests: 03
	+ <i>Theory: Number of Tests:03</i> <i>Periods: 03</i>
+ <i>Practice: Number of Tests:0</i> <i>Periods: 0</i>	
Self-study: 90 periods.	
Other activities: 0 period	

### 3. Lecturers' Information

No.	Lecturer name	Phone number	Email	Note
1	PhD. Nguyen Van Huan	0904101008	nvhuan@ictu.edu.vn	Leader
2	MSc. Vu Xuan Nam	0943299688	vxnam@ictu.edu.vn	Member
3	MSc. Do Thi Dieu Thu	0356091799	dtdthu@ictu.edu.vn	Member
4	MSc. La Thi Quynh Mai	0372655712	ltqmai@ictu.edu.vn	Member

### 4. Objectives

The course provides students with basic knowledge about public services, public administrative services, thus understanding online public services, specifically: the concept of public services, public services, the concept of online public service, the levels of online public service, the role of online public service and the authority to implement online public services; results of online public service implementation in Viet Nam and lessons learned from countries around the world; solutions to improve the quality of online public services to effectively provide online public services to meet the requirements of citizens and society.

The course contributes to the PLOs L1, L7.

### 5. Description of content and course learning outcome:

- **Knowledge Standards:** (1) Remember  $\Rightarrow$  (2) Understand  $\Rightarrow$  (3) Apply  $\Rightarrow$  (4) Analyze  $\Rightarrow$  (5) Create.

- **Attitude Standards:** (1) Copy  $\Rightarrow$  (2) Self-manipulation  $\Rightarrow$  (3) Masterfully repeating to the norm  $\Rightarrow$  (4) Combining multiple activities  $\Rightarrow$  (5) Completely proactive.

Notation CLOs	Contents	Level		PLOs
		Knoweldge	Skills	
C1	Understand the knowledge of public services and public administrative services	2		L1
C2	Understand the knowledge of online public services.	2		L1
C3	Apply knowledge related to online public services from some countries in the world to online public services in Viet Nam.	3		L1
C4	Apply knowledge related to the online public service system to relevant tasks in practice.	3		L1
C5	Apply the knowledge to propose solutions to improve the quality of online public services.	3		L1
C6	Use online public service software to perform administrative procedures.		3	L7

## 6. Reading List

### Main Syllabus:

[1]. Do Thi Hai Ha (2006), *State management of public services*, Science and Technology Publishing House, Ha Noi.

### - References:

[2]. Nguyen Van Tham, Vo Kim Son (2011), *Administrative procedures*, Science and Technology Publishing House, Ha Noi.

[3]. Nguyen, Dang Hau, Nguyen Hoai Anh, Ao Thu Hoai (2010), *E-government*, Information and Communication Publishing House, Ha Noi.

[4]. Institute of Postal and Telecommunications Strategy (2003), *E-government*.

[5]. Decree No. 43/2011/ND-CP of the Government on the provision of information and online public services on the electronic information page or portal of state agencies.

[6]. Link: <https://aita.gov.vn/kinh-nghiem-trien-khai>

## 7. Score Assessment

- Score Scale: 10.

- Components Assessment:

Evaluation Time	Components Assessment	Course Learning Outcome	Factor	Score	Weight
During the duration of the course	Attendance: (score $b_0$ )		1	$d = (b_0 + b_1 + b_2 + b_3)/4$	30%
According to the teaching plan in section 9	Test No.1: (score $b_1$ )	C1, C2	1		
	Test No.2: (score $b_2$ )	C2, C3	1		
	Test No.3: (score $b_3$ )	C4, C5, C6	1		
The end of the term.	Final exam	C1, C2, C3 C4, C5, C6		$e$	70%
Final Score: ( $f$ )				$f = d \times 30\% + e \times 70\%$	

- Final exam: Written

## 8. Regulations for students

### 8.1. Student's duties

- Read materials and prepare for each lesson before attending class.
- Complete assigned assignments.
- Prepare the discussion content of the course.

### 8.2. Regulations on exams and academic studies

- Students must attend classes fully, ensuring at least 80% of class sessions.
- Complete the assigned tasks for the course.
- Participate in the full number of regular tests.

## 9. Teaching Plan

No.	Period	Contents	Teaching Methodology	CLOs	References
1	3 (theory)	<b>Chapter 1: The theory of public services and public administration services</b> 1.1. Public services 1.1.1. Definition of public services 1.1.2. Basic characteristics of public services 1.1.3. Types of public services 1.1.4. Characteristics of public service	Present; Raise and solve problems	C1	[1] (7-34) [2] (5-20)
2	3 (discussion)	<b>Discussion topic 1.</b>	State the discussion topic; Discussing group report	C1	[1] (7-34) [2] (5-20)
3	3 (theory)	<b>Chapter 1: Theory of Public Services and Administrative Services (Continued)</b> 1.2. Administrative Services 1.2.1. Definition of administrative services 1.2.2. Administrative services - nature and characteristics	Present; Raise and solve problems	C1	[1] (31), (39-48) [2] (5-20) [5] (1-16)
4	3 (theory)	<b>Chapter 1: Theory of Public Services and Administrative Services (Continued)</b> 1.2.3. Basic types of public administrative services 1.2.4. Application of information technology in providing public administrative services	Present; Raise and solve problems	C1	[1] (31), (39-48) [2] (5-20) [5] (1-16)
5	3 (discussion)	<b>Discussion topic 2.</b>	State the discussion topic; Discussing group report	C1	[1] (31), (39-48) [2] (5-20) [5] (1-16)

No.	Period	Contents	Teaching Methodology	CLOs	References
6	3 (theory)	<b>Chapter 2: Overview of online public services</b> 2.1. Definition of online public services 2.2. Levels of online public services.	Present; Raise and solve problems	C2	[3] (122-130); [4] (7); [5] (1-16)
		<b>Test No. 1 (Written)</b>	Test the theory	C1, C2	[1] (7-34) , (31), (39-48); [2] (5-20); [3] (122-130); [4] (7); [5] (1-16)
7	3 (discussion)	<b>Discussion topic 3.</b>	State the discussion topic; Discussing group report	C2	[4] (7) [5] (1-16)
8	3 (theory)	<b>Chapter 2: Overview of online public services (Continued)</b> 2.3. The role of online public services 2.4. Authority to deploy online public services	Present; Raise and solve problems	C2	[3] (122-130); [4] (6); [5] (1-16)
9	3 (theory)	<b>Chapter 3: The Online Public Services in Viet Nam and the Experience of Other Countries</b> 3.1. The experience in implementing online public services of other countries in the world. 3.1.1. Experience in implementing online public services in the US 3.1.2. Experience in implementing online public services in the United Kingdom 3.1.3. Experience in implementing online public services in South Korea 3.1.4. Experience in implementing online public services in Singapore	Present; Raise and solve problems	C3	[1] (67-126) [6]

No.	Period	Contents	Teaching Methodology	CLOs	References
		3.1.5. Experience in implementing online public services in France. 3.2. Lessons learned for Viet Nam			
10	3 (theory)	<b>Chapter 3: The Online Public Services in Viet Nam and the Experience of Other Countries (Continued)</b> 3.3 The online public services in Viet Nam 3.3.1. E-customs procedures 3.3.2. E- Bidding services 3.3.3. E- Tax services 3.3.4. E- Origin certification system (eCoSys) 3.3.5. Automatic import license issuing system	Present; Raise and solve problems	C3	[1] (140-138) [2] (40-94)
11	3 (theory)	<b>Chapter 3: The Online Public Services in Viet Nam and the Experience of Other Countries (Continued)</b> 3.4. The results of providing online public services in Viet Nam 3.4.1. Viet Nam's ranking on the E-Government Development Index 3.4.2. Achievements in implementing online public services in Viet Nam. 3.4.3. Limitations in the operation of implementing online public services in Viet Nam	Present; Raise and solve problems	C3	[1] (127-138), (140-189) [2] (103-138) [4] (20-23) [6]
		<b>Test No. 2 (Written)</b>	Test the theory	C2, C3	[1] (127-140) [2] (40-49), (103-138) [4] (7) (20-23) [5] (1-16) [6]

No.	Period	Contents	Teaching Methodology	CLOs	References
12	3 (discussion)	<b>Discussion topic 4.</b>	State the discussion topic; Discussing group report	C3	[1] (127-140) [2] (40-94), (103-138) [4] (20-23) [6]
13	3 (theory)	<b>Chapter 4: Online public service system in Viet Nam</b> 4.1. Overview of the online public service system in Viet Nam	Present; Raise and solve problems	C4	[5] (1-16)
14	3 (theory)	<b>Chapter 4: Online public service system in Viet Nam (Continued)</b> 4.2. Guidelines for using online public services software.	Present; Raise and solve problems	C4, C6	[5] (1-16)
15	3 (discussion)	<b>Discussion topic 5.</b>	State the discussion topic; Discussing group report	C4, C6	[1] (67-126), (127-138), (140-189) [2] (40-94) (103-138) [4] (6), (20-23) [5] (1-16) [6]
16	3 (theory)	<b>Chapter 5: Solutions to improve the quality of online public services in government agencies</b> 5.1. Promoting administrative reform associated with strengthening the application of information technology in the management and provision of online public services 5.2. Establishing a favorable legal and administrative environment.	Present; Raise and solve problems	C5	[1] (244-303) [2] (103-138) [4] (29-37) [5] (1-16) [6]

No.	Period	Contents	Teaching Methodology	CLOs	References
17	3 (theory)	<b>Chapter 5: Solutions to improve the quality of online public services in government agencies (Continued)</b> 5.3. Ensure the security and confidentiality of personal information in online public services 5.4. Some other solutions.	Present; Raise and solve problems	C5	[1] (244-303) [2] (103-138) [4] (29-37) [5] (1-16) [6]
		<b>Test No. 3 (Written)</b>	Test the theory	C4, C5, C6	[1] (244-303) [2] (103-138) [4] (29-37) [5] (1-16) [6]
18	3 (discussion)	<b>Discussion topic 6.</b>	State the discussion topic; Discussing group report	C4, C6	[1] (244-303) [2] (103-138) [4] (29-37) [5] (1-16) [6]

**10. Competent Authority Approval:** University of Information and Communication Technology

June 5th, 2017

**Vice of Rector**

**Vice of Dean**

**Vice Head of  
Department**

**Composer Team**





**Nguyen Van Huan**



**La Thi Quynh Mai**



**Vu Xuan Nam**



**Do Dinh Cuong**

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