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Social development management in the Southeast region (Vietnam) in digital transformation

Manajemen pembangunan sosial di wilayah Tenggara (Vietnam) dalam transformasi digital

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Abstract
Social Development Management in the context of digital transformation is a new and necessary matter in Vietnam. This study is a cross-sectional study, surveying 430 officials and civil servants and 450 people in Ho Chi Minh City, Binh Duong, Tay Ninh (Vietnam) to analyze the current situation of social development management in the 6 main fields: sustainable poverty reduction; healthcare; education and training; gender equality; social safety, human security; the effectiveness and efficiency of the state of management in the context of digital transformation. The results show that both groups of participants have good and positive evaluations of social development management in these 6 (six) areas (mean ≥ 3.55). The ranking of social development management assessment of education, training, and healthcare in the context of digital transformation is the lowest. Chi-square correlation test on SPSS software version 25.0 shows that it is necessary to pay more attention to disadvantaged social groups to reduce inequality and digital gap when conducting social development management in the context of digital transformation (research significance, p-value < 0.05). The results of this study not only provide policy implications for localities but also suggest many in-depth research directions on this topic in the future, in the context of digital transformation.

Keywords: digital gap; digital transformation; Southeast region (Vietnam); social development management

Abstrak
Manajemen Pembangunan Sosial dalam konteks transformasi digital adalah hal baru dan perlu di Vietnam. Kajian ini adalah studi cross-sectional, mensurvei 430 pejabat dan pegawai negeri dan 450 orang di Kota Ho Chi Minh, Binh Duong, Tay Ninh (Vietnam) untuk menganalisis situasi manajemen pembangunan sosial saat ini di 6 (enam) bidang utama: pengentasan kemiskinan berkelanjutan; kesehatan; pendidikan dan pelatihan; kesetaraan gender; keamanan sosial, keamanan manusia; efektivitas dan efisiensi kondisi manajemen dalam rangka transformasi digital. Hasil penelitian menunjukkan bahwa kedua kelompok peserta memiliki penilaian yang baik dan positif terhadap pengelolaan pembangunan sosial di enam wilayah tersebut (rata-rata ≥ 3.55). Peringkat penilaian manajemen pembangunan sosial pendidikan, pelatihan, dan pelayanan kesehatan dalam konteks transformasi digital adalah yang terendah. Uji korelasi Chi-Square pada software SPSS versi 25.0 menunjukkan bahwa kelompok sosial yang kurang mampu perlu lebih diperhatikan untuk mengurangi ketimpangan dan kesenjangan digital ketika melakukan manajemen pembangunan sosial dalam konteks transformasi digital (signifikansi penelitian, p-value < 0.05). Hasil studi ini tidak hanya memberikan implikasi kebijakan untuk daerah tetapi juga menyarankan banyak arah penelitian mendalam tentang topik ini di masa depan, dalam konteks transformasi digital.

***Kata kunci**: kesenjangan digital; transformasi digital; wilayah Tenggara (Vietnam); manajemen pembangunan sosial*

Introduction

At the 12th National Party Congress (2016), the term "Social Development Management" (SDM) was officially included in the Document for the first time (Phu et al. 2016:260) and continued to be affirmed and developed at the 13th Party Congress (Communist Party of Vietnam 2021:114, 116, 147). In the book Understanding Some Terms in the Document of the 12th National Party Congress, this term was initially introduced quite fully. Accordingly, SDM is the oriented and organized influence of the regulatory subject on objects (people, communities, social relations, social activities, etc.) aiming at sustainable

development (Phu et al. 2016:260). This definition also initially introduces in a relatively general way the subject of social development management, the object of social development management and the goal of this process.

The book further emphasizes that the target object of SDM is social life, social relations, and social institutions to ensure the comprehensive development of people, taking people as the starting point, the center and also the final goal. Of course, the main object/ task of this process must focus on solving problematic situations, that is social issues arising in social life, in social relations, because of the process of changing social structure and the derivative consequences of the process of social mobilization and development. Accordingly, social issues have become the cross-cutting and central object of SDM; its manifestations are even richer. That is the process of leading and controlling social changes, through the process of solving social policies and dealing with social problems, harmoniously developing the social structure, ensuring social security and for the sake of social consensus, security and safety toward sustainable development.

The Advanced Course in Political Theory, published in 2021 by the Ho Chi Minh National Academy of Politics, inherits and develops the above-mentioned epistemology of the Communist Party and addresses the definition of SDM. Accordingly, SDM means "directed, organized impacts of state and social subjects to the fields of social life for the purpose of harmonious and sustainable social development" (Ho Chi Minh National Academy of Politics 2021:211). Since then, the economic, social and scientific and technological contexts, especially the Fourth Industrial Revolution, have undergone profound and complex changes and developments. However, studying the SDM through placing it in close relationship with the new and major contexts and trends of contemporary society, especially the scientific and technological revolution is still open.

The Fourth Industrial Revolution that has emerged since the beginning of this decade (Bao et al. 2020:24-25) has provided digital technology platforms such as the Internet of Things (IoT), big data, Artificial Intelligence (AI), and other digital applications, which, along with the robust development of the Internet, mobile devices, telecommunications, etc., have profoundly and comprehensively changed all fields and operational aspects of social life, including management and politics to facilitate and promote a comprehensive transformation to a digital society, society 5.0 (Nguyen & Tran 2022). Meanwhile, the characteristics of the community are total and comprehensive change, bringing the activities of the government, economy and society to the digital environment, the virtual space next to the real space, the physical world associated with the use of digital technologies (Ministry of Information and Communications 2021b:22).

In that context, since 2019, the Central Committee of the Communist Party of Vietnam and the Government have issued many guidelines and policies to adapt and promote the national digital transformation to 2025, with orientation to 2030 (Politburo 2019). However, research on "SDM in Vietnam in the context of digital transformation" still has many gaps. The experiment shows that there has not been any research to approach and interpret this issue either from a theoretical perspective or from a perspective associated with its operational practice while the SDM itself has existed, is existing and operating right in the context of digitization. Approaching and using sociology's advantages to research and solve this topic has not received much attention, even by sociologists Dobrinskaya (2019), Shuraeva (2020), Vdovina (2022), and Holroyd (2022). SDM has been studied a lot recently. However, association of SDM with the context of digital transformation as a context and effect and also as an research object, the content of "SDM in the context of digital transformation", still has research gap (Petry 2018, Wagner 2018, Grab & Ilie 2019, Abad-Segura et al. 2020, Nguyen & Tran 2022). In addition, quantitative methods have not become the main method to study this topic (Lupton 2014, Anikeeva et al. 2019, Meshcheryakova & Rogotneva 2021).

The Southeast is the most dynamic development region of Vietnam. Many localities in this region are pioneers in innovation, creativity, and application of new science and technology in leadership and management of the political system. Models and projects such as smart cities, innovation centers, digital transformation in economy, politics and society also come from here. This process is ongoing, gradually contributing to the best service for people and businesses, meeting the requirements of socioeconomic

development of the region and the nation. However, the process of leadership, administration, as well as innovation and socioeconomic development of the Southeast region is also accompanied by a series of complex social issues, both traditional and non-traditional issues, existing problems and new problems, especially from the strong development of the digital era. Since then, the organization of research, thereby, multi-dimensional and in-depth analysis of social issues, especially the current status of social development management process associated with the context of digital transformation in the Southeast region has an urgent significance.

This article analyzes and discusses the current status of social development management in the context of national digital transformation of the Southeast region (Vietnam) through six core fields: (1) Sustainable poverty reduction (HPA); (2) Protecting and taking care of people's health (HWA); (3) Education and training (EAT); (4) Gender equality (EQA); (5) Social safety and human security (SAA); and (6) Effectiveness and efficiency of state governance (POA).

Research Method

Research data are reviewed based on socioeconomic conditions, Vietnam's information and communication technology development and application readiness index (Vietnam ICT Index) from 2018 up to now and the provincial digital transformation index in 2020 (DTI), for which the group of authors choose Thu Duc City and Can Gio district (Ho Chi Minh City); Thu Dau Mot city and Bau Bang district (Binh Duong province); Trang Bang town and Tan Bien district (Tay Ninh province) to conduct the survey. The research team used a structured questionnaire to survey two groups of subjects: 438 civil servants in the political system of the provinces, districts, and communes and 450 people from these three localities.

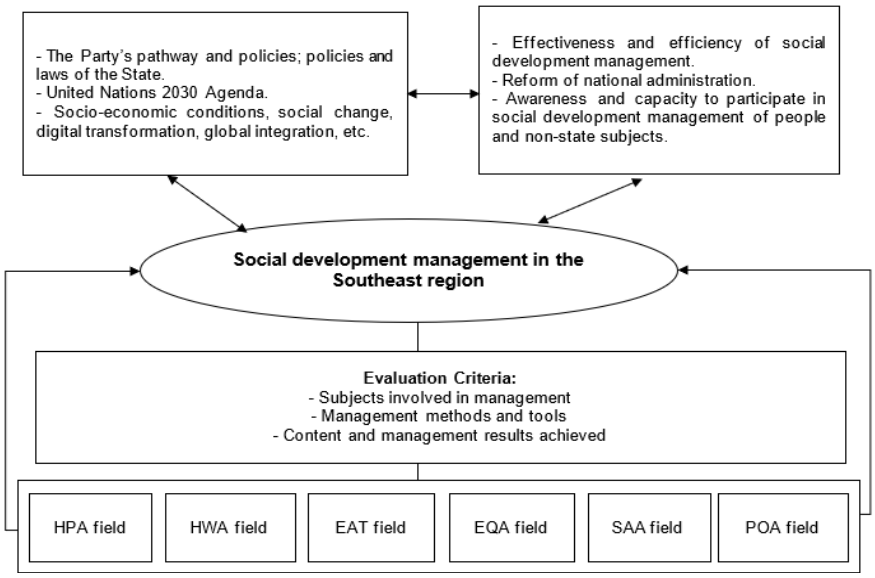

Figure 1.
Conceptual framework of the study
Source: Research team's suggestion

Based on the research purposes, allocated resources and COVID-19 developments at the time of the survey (November 2021), samples are chosen by non-probability sampling, purposive sampling (Nghia 2019:84-85), paying attention to ensuring demographic characteristics: gender, education, age, occupation, etc., in two target groups. SPSS software version 25.0 was used to analyze the quantitative data. Chi-square test was used to analyze the relationship between variables. They have a statistical relationship when the study significance level p-value < 0.05. Cronbach α was used to test the relevance and reliability of the component variables in the set of variables for the question designed on the Likert scale. Statistically, Cronbach $\alpha \geq 0.7$ shows the good fit and consistency of the component variables to the set of variables (Peterson 1994, Hair et al. 2009).

Regarding the status of social development management in the context of digital transformation in three localities in the Southeast region, the research team manipulated them into six core fields: HPA, HWA, EAT, EQA, SAA and POA. Each area has a number of sub-areas with specific scales for data collection and in-depth processing and analysis (see Figure 1).

Results and Discussion

Sustainable poverty reduction (HPA)

Social development management in the context of national digital transformation focuses on solving social problems and digital society problems. In which, the ability and opportunity to have equal and convenient access to basic types of social services - factors constituting the quality of life of social groups is considered a social problem. In addition, it is one of the multidimensional poverty measurement criteria, aiming at the current sustainable poverty reduction goal in the countries (United Nations 2015, Leal Filho 2021, Wang 2022, Green et al. 2023).

Table 1.
Accessibility to basic social services of the poor and poor households

Basic types of social services	Public officials' opinions *(Cronbach α = 0.941)*		People's opinions *(Cronbach α = 0.931)*	
	Mean	Assessment level	Mean	Assessment level
S1. Job support/job change service	3.33	Normal	3.47	Good
S2. Medical services	3.49	Good	3.68	Good
S3. Housing service	3.29	Normal	3.50	Good
S4. Clean water	3.55	Good	3.87	Good
S5. Standard toilets	3.40	Normal	3.67	Good
S6. Education and training services	3.70	Good	3.90	Good
S7. Information service and the media	3.60	Good	3.99	Good
S8. Loan capital	3.51	Good	3.58	Good
S9. Fuel source	3.55	Good	3.69	Good
S10. National grid	3.92	Good	4.00	Good
Total:	***3.53***	***Good***	***3.73***	***Good***

Note: Mean from 1.0 - 1.80: "Not good at all", 1.81 - 2.61: "A little bit bad"; 2.62 - 3.42: "Normal"; 3.43 - 4.23: "Good"; 4.24 - 5.0: "Very good".

Source: Survey results

Through testing, statistically, 10 basic types of social services (S1 to S10) seen in Table 1 are appropriate, ensuring reliability to assess the accessibility of the poor and poor households to these services. The results show that public officials and people all agree that the poor and poor households should be facilitated to have "good" access to basic social services. The average assessment score of the people (mean = 3.73) was positive, higher than the self-assessment score of public officials (mean = 3.53). However, public officials and people all said that accessing S1 and S3 epidemics in these three localities is difficult, with many barriers due to its lowest mean value.

This result is quite compatible with the study of Minh (2020) when surveying the status of social development management in seven provinces and cities of Vietnam, including Ho Chi Minh City and Binh Duong. Research by Minh also shows that about 14.6% of the respondents did not have a good assessment of vocational training support for local workers, the main reason being the unclear information mechanism (54.1%), the policy support has not met the demand (50.2%), or is not convenient (25.8%) (Minh 2020:39-41). From here, the social development management needs to mobilize more resources and multi-subjects to improve the people's accessibility to address the needs for jobs, career change and housing for the people. In the post-COVID-19 context, this implication is even more meaningful for Ho Chi Minh City, Binh Duong, which is an industrial center with a large concentration of migrant workers.

The survey results also show that there is a shift in the approach to information on poverty reduction/social welfare policies in the localities. Accordingly, the traditional and direct form of accessing information such as viewing listings, asking officials or neighbors, friends and relatives, from self-governing institutions (neighborhoods, residential quarters, self-governing local people's group), etc., gradually shifted to combination of new forms, with the support of modern digital technologies such as website, internet, and social networks (Facebook, Zalo, etc.) although this rate is not too high (Table 2). Through this, the policy's implication is to continue to strengthen and improve traditional communication channels and invest in upgrading and diversifying digital and social media channels for timely, smoothly and easily communicating poverty reduction and social assistance policies to the people.

Table 2.
Methods of people accessing poverty reduction policies or social allowances

Methods of people accessing poverty reduction policies/ social allowances	Public officials' opinions (N = 438)		Local people's opinion (N = 450)	
	n	%	n	%
1. Posting at government headquarters, neighborhoods, residential groups	354	80.8	340	75.6
2. Information and propaganda cadres and civil servants	252	57.5	265	58 .9
3. Through socio-political organizations	288	65.8	320	71.1
4. Through neighborhoods, residential groups, self-governing people's groups, hamlets, etc.	336	76.7	320	71.1
5. On portals, e-news website of agencies and the Internet	282	64.4	305	67.8
6. Social network (Facebook, Zalo, etc) established and managed by the government	258	58 .9	290	64.4
7. Information spread on social networks (Facebook, Zalo, etc) or newspapers	216	49.3	230	51.1
8. Loudspeaker system	252	57.5	260	57.8
9. Through propaganda banners, flyers, and posters	204	46.6	180	40.0
10. Local radio station system	240	54.8	260	57.8
11. Local TV station system	204	46.6	230	51.1
12. Neighbors	222	50.7	220	48.9
13. Relatives, friends	264	60.3	220	48.9

Source: Survey results

In testing the Chi-square correlation between two forms of approaching poverty reduction/social welfare policies through *portals, e-news websites* and through *social networks* with some demographic characteristics of the people (locality, gender, place of residence, education, ethnicity, age, occupation), the results show that people in Binh Duong, living in urban areas, working in agriculture or having precarious jobs have a much higher frequency of accessing portals/websites to access poverty reduction/subsidy policies as compared with people in other social groups and localities. People are the Kinh ethnic group, the farming group, have precarious jobs, and the group of young people tend to use social networks to access policy information/social benefits in the locality more than social groups and other localities.

Protection and healthcare for people (PHCP)

The survey results show that two groups of subjects in three provinces and cities rated "good" PHCP in the context of digital transformation through 16 criteria (Cronbach $\alpha = 0.940$). However, the application of modern digital technology such as via texting, online or remote medical examination, medical examination and treatment registration via websites or call center SMS, etc., has a low mean (Table 3). This reflects that social development management at PHCP in the digital space in three localities is not as good as expected despite many favorable platforms.

Through the survey, 81.1% of people answered that they had no diseases or accidents in the past year. Of 19.1% of respondents having diseases, these were mainly dysentery, leprosy, typhoid (100.0%), pulmonary tuberculosis (98.9%), infertility (97.8%), occupational accidents (97.8%), etc. Especially, 96.0% did not apply any treatment (healing naturally), used religious and spiritual therapy (100.0%), invited a doctor home (96.7%) and consulted and treated online (91.1%). People rarely go to public health facilities (31.3%) or private health facilities (56.7%) due to the COVID-19 pandemic during this time, as social distancing and blockade orders make it difficult to access direct care services.

Table 3.
Assessment of PHCP in 3 localities

Healthcare and living standards	Public officials' opinions *(Cronbach α = 0.940)*		People's opinions *(Cronbach α = 0.940)*	
	Mean	**Assessment level**	**Mean**	**Assessment level**
1. Quality of medical examination and treatment at public health facilities	3.37	Normal	3.46	Good
2. Quality of medical examination and treatment at private medical facilities	3.81	Good	3.70	Good
3. Have voluntary health insurance	3.56	Good	3.72	Good
4. Have compulsory health insurance	3.73	Good	3.77	Good
5. Have social insurance	3.66	Good	3.73	Good
6. Have other types of life insurance	3.11	Normal	3.28	Normal
7. Medical examination and treatment services, healthcare at home	2.90	Normal	3.16	Normal
8. Consulting, healthcare via SMS, online	3.03	Normal	3.16	Normal
9. Registration for medical examination and treatment schedule with doctors via website, call center, SMS	3.14	Normal	3.22	Normal
10. Propagating care and protection of mothers and children	3.47	Good	3.56	Good
11. Propagating the prevention of HIV/AIDS and infectious diseases	3.56	Good	3.54	Good
12. Propagating the fight against the COVID-19 epidemic	4.16	Good	4.20	Good
13. Propagating about traffic accidents	3.93	Good	3.83	Good
14. Propagating about the harmful effects of smoking	3.71	Good	3.79	Good
15. Propagating about the aging process of the population, the role of the elderly	3.47	Good	3.47	Good
16. Implementing social allowance according to regulations for disadvantaged people	3.64	Good	3.66	Good
Total:	**3.52**	**Good**	**3.58**	**Good**

Note: Mean is from 1.0 to 1.80: "Not good at all", 1.81 - 2.61: "A little bit bad"; 2.62 - 3.42: "Normal"; 3.43 - 4.23: "Good"; 4.24 - 5.0: "Very good".

Source: Survey results

This result shows that social development management needs to make long-term and methodical investments in making use of the achievements of the Fourth Industrial Revolution, the role of the community to take care of the health of the entire population, especially a specific social group such as children and the elderly who have difficult circumstances, to adapt to rapid social changes. To be successful, it is necessary to focus on investing in digital human resources, appropriate digital technology and have policies to minimize the "digital gap" in vulnerable groups in seen in studies by Yuin et al. (2016), Bueno-Sanchez et al. (2019), Cheng et al. (2021), and Maulana (2022). The Chi-square correlation test statistically shows that people in Ho Chi Minh City,

in urban areas, the younger they are, the group with income of 5 million VND or more/person/month tending to use "online medical consultation and treatment" when having an illness/ accident is much higher than other social groups (p-value < 0.05).

Education and training (EAT)

Table 4.
Evaluation of local EAT

Some educational and training criteria	Public officials' opinions *(Cronbach α = 0.963)*		Local people's opinions *(Cronbach α = 0.967)*	
	Mean	**Assessment level**	**Mean**	**Assessment level**
1. Quantity and quality of non-public schools and international schools	3.58	Good	3.58	Good
2. Quantity and quality of kindergartens and preschools	3.78	Good	3.71	Good
3. Number of schools to meet the number of children and students attending	3.84	Good	3.73	Good
4. Solving the issue of "having schools, classes for facilitation payments"	3.47	Good	3.49	Good
5. Solving the problem of over-collection of contributions at primary and secondary schools	3.59	Good	3.50	Good
6. Renovating dilapidated elementary and middle schools	3.75	Good	3.67	Good
7. Upgrading vocational training schools	3.55	Good	3.51	Good
8. Students studying at universities and colleges of the province	3.55	Good	3.69	Good
9. Centers and institutions for training informatics, foreign languages and life skills	3.51	Good	3.63	Good
10. Links between schools and businesses and economic organizations	3.38	Normal	3.49	Good
11. Ability to apply for jobs at agencies, organizations and businesses	3.42	Normal	3.39	Normal
12. Solving the situation of students dropping out of school, re-studying the same class	3.59	Good	3.60	Good
13. School violence	3.38	Normal	3.36	Normal
14. Ethics of teachers	3.63	Good	3.64	Good
15. Student ethics	3.47	Good	3.60	Good
16. Qualifications of teachers	3.60	Good	3.69	Good
17. Qualifications of management staff	3.60	Good	3.66	Good
18. Associations such as the Study Promotion Association for the benefit of education	3.49	Good	3.60	Good
Total:	**3.57**	**Good**	**3.59**	**Good**

Note: Mean is from 1.0 to 1.80: "Not good at all", 1.81 - 2.61: "A little bit bad"; 2.62 - 3.42: "Normal"; 3.43 - 4.23: "Good"; 4.24 - 5.0: "Very good".

Source: Survey results

EAT quality determines adaptability to digital transformation social development management in this area are tasked with preparing the necessary baggage for such adaptation. Through testing, there is statistical evidence that the 18 criteria in Table 4 reflect the quality of local EAT in the context of digital transformation. Opinions in the two groups of subjects through the survey are highly appreciated in the results in the management of

this important area, mean of public servants is 3.57 and the local people are 3.59. Table 4 also shows that there is a consensus, appreciation for improvement, investment in local EAT to prepare for new human resources, participate in the world of digital work, digital transformation at national and local levels: ensuring enough schools for all grades; repairing and upgrading vocational schools. Informatics, foreign languages, and life skills training institutions are increasingly expanding to improve the quality of teaching and educational management staff. These positive results help to form high-quality human resources to better adapt to digital transformation in these three localities.

Table 4 shows many problems of social development management in this field. What is worth paying attention to is the participation and coordination of all social entities to jointly manage and solve education and training problems. This is an important driving force to solve the problem of labor and employment, especially in the context of the emergence of digital and AI in today's employment world. However, the role of social organizations and social incentives has not been well-played; the links between training institutions and enterprises that need to provide labor are quite loose.

Social development management focuses on combining public and private subjects in the process of managing and solving social problems. In this field, the argument is completely relevant when there are many actors involved in supporting the cost of education of school-going members of the household. Figure 2 shows that non-state subjects (84.4%) such as sponsors (100%), study promotion associations (92.2%), parents and students' associations (98.9%), etc., play a significant role in supporting the management and development of EAT (Figure 2).

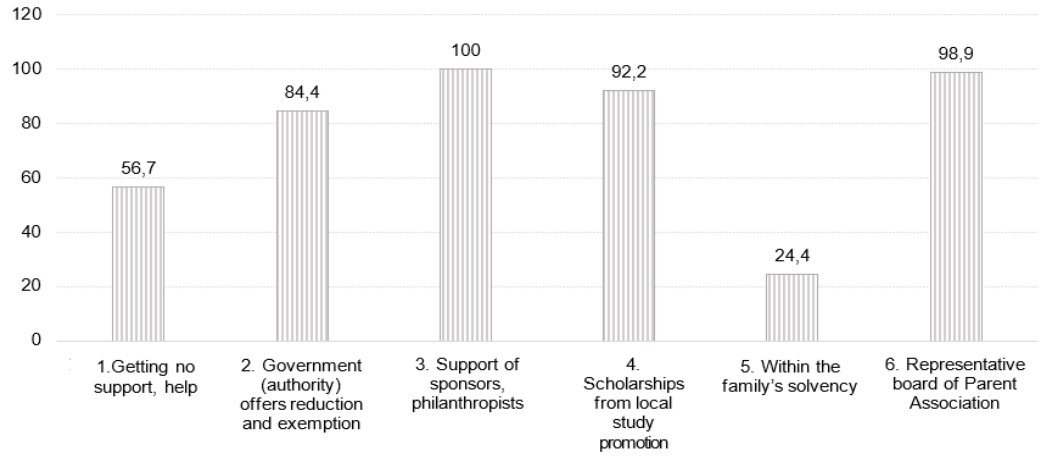

Figure 2.
Subjects supporting the study expenses of household members (%)
Source: Survey results

From the Figure 2 results, it is necessary for social development management to focus on maintaining and promoting positive values in this field: the tradition of appreciating the importance of learning, the spirit of studiousness, valuing talents, promoting the role of social organizations, lifelong learning movement, etc.; making appropriate investments in the teaching staff, educational administrators, infrastructure and educational network planning as well as adjusting the educational philosophy to better suit the social existence of the digital economy, digital society, and digital government. Accordingly, education and training must form the quality of digital citizens with a digital lifestyle and the ability to adapt in that environment (Arlitt et al. 2023, Fischer et al. 2023).

Guaranteeing gender equality (GGE)

Through reliability testing, Table 5 shows that 14 criteria are statistically suitable to reflect the areas of GGE. The assessment of this content in the two groups of subjects was unanimously at "good", mean was quite high (mean > 3.74), reflecting progress in terms of gender equality. The important reason is Vietnam's consistent and persistent policies and laws on gender equality enforcement in the long time. In 2006, Vietnam basically completed the Millennium Development Goals (10 years earlier than the deadline).

Table 5.
Evaluation of local GGE

Some educational and training criteria	Public officials' opinions *(Cronbach α = 0.957)*		People's opinions *(Cronbach α = 0.978)*	
	Mean	Assessment level	Mean	Assessment level
1. Creating conditions for women to access information technology	3.90	Good	3.87	Good
2. Communicating about gender equality in diverse and accessible forms	3.88	Good	3.78	Good
3. Hotline to protect abused women and children	3.78	Good	3.72	Good
4. Support to deal with discrimination, violence and abuse against women and children in the family and society	3.74	Good	3.66	Good
5. Preventing violence, abuse, fraud, trading and other dangerous behaviors for women and girls in cyberspace	3.70	Good	3.68	Good
6. Empowering women, giving more opportunities to women to participate in the election, promotion, appointment, etc., in the political system at all levels	3.95	Good	3.83	Good
7. Implement policies to improve professional capacity, skills and knowledge for female workers, female cadres and female public employees	3.90	Good	3.82	Good
8. Women have more rights and opportunities in family life, property ownership, inheritance, work and entertainment, etc., compared to men.	3.73	Good	3.67	Good
9. Facilitating women having access to information, resources, loans, etc.	3.93	Good	3.77	Good
10. Supporting women in business and production (establishing businesses, starting a business, ect.)	3.90	Good	3.79	Good
11. Supporting women after rehabilitation to restore dignity and reintegrate into the community	3.81	Good	3.68	Good
12. Providing support for training for women in innovation, creativity, entrepreneurship, start-up and business management	3.85	Good	3.72	Good
13. Educating and promulgating about health, marriage, family	3.93	Good	3.80	Good
14. Deploying models and campaigns to promote gender equality in the family	3.77	Good	3.68	Good
Total:	3.84	Good	3.75	Good

Note: Mean from 1.0 - 1.80: "Not good at all", 1.81 - 2.61: "A little bit not good"; 2.62 - 3.42: "Normal"; 3.43 - 4.23: "Good"; 4.24 - 5.0: "Very good".

Source: Survey results

In particular, along with education and training, hunger eradication and extreme poverty reduction, gender equality is one of the achievements recognized and appreciated by the international community. Vietnam is also one of the few Asian countries to have a Law on Gender Equality (issued in 2006), one of the first to ratify the Convention on the Elimination of All Forms of Discrimination against Women

(CEDAW) of the United Nations since 1982, is the country with the highest percentage of women participating in the National Assembly in ASEAN (UN Women 2021) and ranks 87 out of 153 countries on closing the gender equality gap published in 2020 (Nhân Dân 2020).

In particular, social development management based on and taking advantage of the role of digital technology, integrating content that is relatively new in Vietnam into the GGE program is being implemented quite well, with a high mean in both target groups. These are such as creating conditions for women to access information technology; establish a hotline to protect abused women and children; prevent violence, abuse, fraud, trafficking and other dangerous behavior for women and girls in cyberspace; and support women to innovate, start a business, start and manage businesses, etc. (Table 5).

Figure 3 shows that, when abused or subjected to violence, women/girls have many ways to respond. Instead of looking to local authorities, associations or family members, they tend to look to other "neutral" and "reliable" subjects such as calling the call center, asking for experts (psychological, legal, etc.), finding a safer place apart from fighting or tolerating abuse.

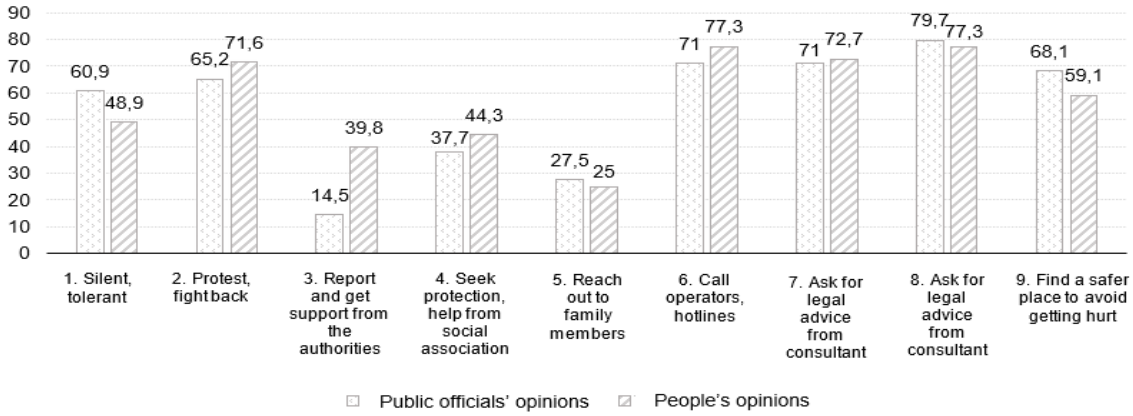

Figure 3.
How women/ girls are abused/ violent (%)
Source: Survey results

From here, from the perspective of social development management in the digital context, it is necessary to adjust and reform the mode of operation of competent authorities, and representatives for women and children to place them in the right place so that it is a reliable and easy place to reach when needed. On the other hand, these subjects need to pay special attention to strengthening and promoting other "multiple subjects" to join the network to support girls and women when they are harmed, especially, focusing on "multiple channels" approach, ensuring quickness, timeliness, safety, confidentiality and effectiveness, especially for the "silent/ tolerant" group. Leveraging digital technology to intervene, address risks of gender inequality, implement gender policies is important, but also to pay attention to ensuring the safety of women and children from negative impacts from the online environment, digital world.

Social safety and human security (SSHS)

The research team proposed 25 criteria reflecting the core dimensions of SSHS to collect opinions of public officials and citizens, while being purposeful when developing criteria reflecting social safety and human security both in the physical world/real social life and in the digital world, cyberspace. The reliability test shows that there is enough statistical evidence to confirm that the 25 criteria in Table 6 may reflect the dimension of SSHS assurance in three localities. Both groups of subjects have good evaluation but there is a difference in that the total absolute mean of the people (mean = 3.57) is much lower than that of public servants (mean = 3.70). In this field, public officials (mean = 3.88) and people (mean = 3.78) evaluated the best management of reactionary and anti-government associations and groups (S25). In contrast, while public officials think that the management of high-tech crime prevention and control (S14, mean = 3.55) is the worst, people think that protecting privacy online (S9, mean = 3.40) is the worst (Table 6).

Table 6.
Assessment of local SSHS

Some evaluation criteria	Public officials' opinion (Cronbach α = 0.984)		People's opinions (Cronbach α = 0.983)	
	Mean	Assessment level	Mean	Assessment level
S1. Creating job opportunities	3.70	Good	3.64	Good
S2. Implementing poverty reduction	3.77	Good	3.73	Good
S3. Prevention and control of the COVID-19 pandemic	4.05	Good	4.04	Good
S4. Prevention and fight against dirty food	3.56	Good	3.51	Good
S5. Prevention and control of counterfeit and poor quality drugs	3.63	Good	3.42	Normal
S6. Preventing and combating the effects of climate change	3.63	Good	3.43	Normal
S7. Control of natural resource exploitation	3.63	Good	3.41	Normal
S8. Reduction in pollution of the natural environment (soil, water, air, etc.)	3.58	Good	3.32	Normal
S9. Protecting privacy online	3.58	Good	3.40	Normal
S10. Preventing and combating hackers, fake news, malicious bad news in cyberspace	3.64	Good	3.53	Good
S11. Safeguarding security in cyberspace	3.62	Good	3.50	Good
S12. Social crimes or crimes related to information technology, controlled Internet	3.62	Good	3.50	Good
S13. Protecting people from being attacked, abused, coerced, seduced, etc., in cyberspace	3.59	Good	3.46	Good
S14. High-tech crime prevention and control	3.55	Good	3.59	Good
S15. Prevention and control of crimes inciting violence, demonstrations, riots, anti-Party, online government, virtual world	3.68	Good	3.62	Good
S16. Preventing and combating crimes of illegal trading, possession and use of narcotics and stimulants	3.74	Good	3.60	Good
S17. Preventing and combating transnational human trafficking crimes	3.74	Good	3.63	Good
S18. Prevention and control of thugs and gangsters	3.70	Good	3.53	Good
S19. Preventing and combating crimes of embezzlement and corruption	3.70	Good	3.53	Good
S20. Crime and robbery prevention	3.75	Good	3.57	Good
S21. Protecting the sovereignty of the nation's borders, sea and islands	3.81	Good	3.74	Good
S22. Reducing social inequality, rich-poor gap in social groups	3.73	Good	3.49	Good
S23. Promoting solidarity, uniting the social community together	3.75	Good	3.63	Good
S24. Minimizing social conflicts	3.79	Good	3.60	Good
S25. Controlling associations and reactionary groups against the Party and government	3.88	Good	3.78	Good
Total:	3.70	Good	3.57	Good

Note: Mean from 1.0 - 1.80: "Not good at all", 1.81 - 2.61: "A little bit not good"; 2.62 - 3.42: "Normal"; 3.43 - 4.23: "Good"; 4.24 - 5.0: "Very good".

Source: Survey results

Table 6 shows the positive results in ensuring SSHS in the context of the COVID-19 pandemic and the recent digital transformation in S2, S3, S21 and S25 in both opinion groups. However, a series of social development management problems in the digital context have been raised, but the management results are not good, with mean being rated the lowest by both groups of customers at the "good" assessment (3.40 ≤ mean ≤ 3.64), typically S9, S10, S11, S12, S13 and S14 mainly about safety and security in digital space and virtual world. This indirectly reflects the effectiveness and efficiency of social development management, which is the main owner of the state, as well as the participation of other actors in the past time is not good. The implementation of resolutions and policies on national digital transformation as well as policies on safety and network security, etc., have not yet met the practical requirements of regional and local development. Social development management today has spaces, subjects, and objects that are not limited to the real world (physical world) but also extend to the digital space and the virtual world. Therefore, social development management should pay attention to perfecting the legal system, technical tools, human resources, etc., to be able to manage and ensure security and safety for interactions and relationships. Social systems in digital space, personal data security, financial safety, culture in digital space, high-tech crime, misleading information on social networks, etc., all need to be addressed (Milanovic 2015, Nguyen & Tran 2022).

Effectiveness and efficiency of state management (EESM)

The research team argues that the effectiveness and efficiency of social development management in digital transformation is also a social issue that needs to be solved to promote social development. This is the new approach of the article to address the social development management in the context of digital transformation. Through the reliability test, the eight criteria from R1 to R8 in Table 7 are statistically likely to perfectly reflect the actual situation of this content.

Table 7.
Evaluation of EESM in 3 localities

Some evaluation criteria	Public officials' opinion *(Cronbach α = 0.979)*		People's opinions *(Cronbach α = 0.983)*	
	Mean	Assessment level	Mean	Assessment level
R1. Ensuring citizen participation	3.80	Good	3.80	Good
R2. Implementing openly and transparently	3.68	Good	3.66	Good
R3. Implementing regulations on accountability to the people	3.71	Good	3.66	Good
R4. Control over corruption and negativity in the public sector	3.70	Good	3.60	Good
R5. Reform of public administrative procedures	3.84	Good	3.70	Good
R6. Providing some basic public services	3.81	Good	3.68	Good
R7. Management of natural resources and environment	3.63	Good	3.49	Good
R8. Modernizing state management activities (e-governance and application of modern information technology)	3.72	Good	3.63	Good
Total:	**3.74**	Good	**3.65**	Good

Note: Mean from 1.0 - 1.80: "Not good at all", 1.81 - 2.61: "A little bit not good"; 2.62 - 3.42: "Normal"; 3.43 - 4.23: "Good"; 4.24 - 5.0: "Very good".

Source: Survey results

Table 7 shows that both groups of subjects rated "good" EESM of the three selected localities for the survey and there was no big difference in opinions. The effectiveness and efficiency of social development

management have been evaluated as good, with the highest mean being R1, R5, R6 and lower R2, R3, R4, R7 and R8. In this area, the achievement of reforming public administrative procedures (R5) is highly appreciated by public officials while people consider as ensuring grassroots democracy (R1) with average scores of 3.80. In contrast, these two groups of subjects think that the effectiveness and efficiency of management of local natural resources and environment is the worst (mean of public officials is 3.63, mean of people is 3.39). Notably, the social development management through administrative procedure reform (R5) and modernization of state management (R8) was rated quite well, with a high mean.

The Vietnam ICT Index survey published for the period 2018 - 2020 (Ministry of Information and Communications 2020) as well as the latest DTI index, published in 2020 (Ministry of Information and Communications 2021a) show that Ho Chi Minh City, Tay Ninh and Binh Duong have good rankings and have improved significantly over the past time compared to other provinces and cities in the country and in the region. This is the basis for promoting social development management in the process of community engagement that the Party and government are aiming for and building digital government, digital authorities. In summary, through a sociological survey in two groups of subjects in Ho Chi Minh City, Binh Duong and Tay Ninh, it shows that social development management in six core dimensions in the context of the recent digital transformation is positive and evaluated good (Table 8).

Table 8.
Comparison of social management effectiveness in six core fields in three localities

6 core fields	Public officials' opinion		People's opinions		Average of means	Class
	Mean	*Assessment level*	Mean	*Assessment level*	(Mean*)	
1. HPA	3.53	Good	3.73	Good	3.63	IV
2. PHCP	3.52	Good	3.58	Good	3.55	VI
3. EAT	3.57	Good	3.59	Good	3.58	V
4. GGE	3.84	Good	4	Good	3.80	I
5. SSHS	3.7	Good	3.57	Good	3.64	III
6. EESM	3.74	Good	3.65	Good	3.70	II

Note: Mean from 1.0 - 1.80: "Not good at all", 1.81 - 2.61: "A little bit not good"; 2.62 - 3.42: "Normal"; 3.43 - 4.23: "Good"; 4.24 - 5.0: "Very good".

Source: Survey results

In which, GGE (mean* = 3.80) and EESM (mean* = 3.70) aspects are best evaluated (class I and II respectively). However, while the EAT (mean* = 3.58) and PHCP (mean* = 3.55) dimensions are rated positively, there are still many challenges, difficulties and the lowest ranking (V and VI respectively). More interestingly, these two lowest-ranked areas are the two areas directly related to people, human resource development and population quality in the digital era - a social issue in social development management but are strongly affected. There are many opportunities to apply the achievements of the Fourth Industrial Revolution, modern digital technology and diversify the subjects and methods to promote effective social development management.

This result implies that, in terms of policy, besides focusing on solving a series of social problems in the process towards national sustainable development (six areas mentioned above), the concentration of thinking, resources, and policies to promote the effectiveness and efficiency of social development management in the two fields of EAT and PHCP are urgent. The process of social development management cannot be based solely on the long-standing approach, which is the knowledge system, understanding and methods and tools of social development management mentioned and developed about six years ago since 2016. It is necessary to place its movement in the digital environment and the national, regional and local digital transformation.

Conclusion

Social development management is a new and progressive awareness step of the Communist Party of Vietnam in the journey of building a prosperous society. To achieve this goal, the subjects co-participating in the Social Development Administration should strongly promote the administrative reform on the pillars, paying more attention to the pillar of "modernizing" the national administration in association with the implementation of objectives, tasks and solutions in the digital transformation project promulgated by the Prime Minister to 2025, with a vision to 2030. The core is to build a strong, effective, digitized, integrated national governance, modern and synchronous foundation to be compatible with the normative changes of the digital society, super smart society and the operation of the digital economy.

The results of the sociological survey in Ho Chi Minh City, Binh Duong and Tay Ninh showed that the control opinions between the two groups of subjects were generally consistent, with positive evaluations for the six areas of HPA, PHCP, EAT, GGE, SSHS, and EESM. However, social development management in these three localities needs to pay more attention to the area of PHCP and EAT to safely and flexibly adapt to COVID-19 as well as prepare digital human resources and improve the quality of service population in the process of sustainable regional and local development in the context of digital transformation. In addition, the regulatory agencies need to pay attention to specific and disadvantaged social groups such as ethnic minorities, people living in rural areas, with low income, precarious and unstable jobs, group of elderly people, etc. There is a need to gradually reduce the gap, digital separation and social inequality in different fields when implementing their management in the context of digital transformation.

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