SUMMARY

Project title: State management of public services in Vietnam

Code number: KT.12.19

Coordinator: Pham Thi Hong Diep, PhD

Implementing Institution: Political Economy Faculty, UEB, VNU

Duration: From September 2012 to May 2013

1. Objectives:

- Review literature about State management of public services;

- Analyze the issues of state management of public services in Vietnam from 2001 – 2010;

- Provide recommendation to improve state management of public services in Vietnam.

2. Main contents:

Supplying public services is an important function of the Government to society. Public services supply has been influenced by several factors in each country. The research project reviewed literature about public services, state management of public services; analysed experience in reforming state management of public services in several countries and withdrew implications to Vietnam.

In the process of Government reform towards “closer to citizen” direction, in order to better satisfy the need of citizens, there is an urgent requirement to increase the role of the Government in managing and supplying public services in Vietnam. The research project analyzed the situation of state management of public services in Vietnam from 2001 – 2010, evaluated achievements and drawbacks to provide recommendations in order to improve state management of public services in Vietnam in the coming time.