

STATE MANAGEMENT OF TELECOMMUNICATIONS IN YEN BAI PROVINCE

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Abstract

As an economic-technical branch associated with science and technology, the telecommunications industry has always made important contributions to the development of Yen Bai province. This article analyzes and evaluates the state management of telecommunications in Yen Bai province from 2016 to 2020 using techniques (the systemic approach, the causal approach, and the approach from theory to practice) and statistical analysis methods, comparison methods, and causal analysis methods. The results of the research show that the telecommunications industry has made a big impact on business activities and the social and economic growth of the province as a whole (between 12 and 27% of retail sales and service provision from 2016 to 2020). However, there are still hurdles to get over in Yen Bai province due to state management of telecommunications. This article is written to give a scientific basis for future suggestions on how to improve the way the government manages telecommunications in Yen Bai province.

Keywords: State management, telecommunications, Yen Bai province.

1. Introduction

Telecommunications are a part of the social infrastructure because they create the conditions for social and cultural development and make people's material and spiritual lives better. Telecommunications is one of the most important parts of the market because it helps businesses grow, helps other parts of the economy grow, and helps the economy and business community grow. This

is especially true as the economy recovers from the Covid-19 pandemic and as digital transformation and the digital economy are promoted. Improving the efficiency of state management of telecommunications is very important if the telecommunications industry is to play a bigger role and takes advantage of the growth of telecommunications for the social and economic growth of the country as a whole and Yen Bai province.

Yen Bai is a poor mountainous province with low budget revenue and still facing many difficulties in socio-economic development. Provincial investment and social-economic growth have been encouraged by a wide range of laws and regulations established over the years. As with the rest of the country, Yen Bai considers telecommunications to be a crucial backbone of the province's socioeconomic growth, and as such, it has consistently paid particular attention to the state's control of the sector. State management of telecommunications has led to positive results that have helped the province's telecommunications sector grow, specifically: From 2016 to 2020, the number of phone subscribers per 100 people will go up by 20, the number of fixed Internet subscribers will go up by more than 1.6 times, and the revenue from telecommunications will go up by 1.4 times, and it will grow in 2020. 6.6% [1]. As a mountainous province, the poverty rate in 2020 will be 4.52%, which is the lowest of the six Northwest provinces and the fourth lowest of the 14 northern midland and mountainous provinces [2]. Infrastructure telecommunications are still limited, and the qualifications of the staff, the intellectual level of the people, and their ability to access digital transformation are still limited. Therefore, affecting the effectiveness of state management of telecommunications and state management of telecommunications in the area, there are still some limitations such as the role of the state management agency has not been promoted in creating a harmonious development of the telecommunications industry in the province; A number of documents from the government and line ministries about the direction of telecommunications infrastructure development are still being

put into action slowly; The development of telecommunications infrastructure has not yet made sure that it is compliant; There is a lack of efficient management of the supply and quality of telecommunications services and telecommunications hardware, etc. The limitations in state management are one of the causes leading to the reduction in the level of contribution to the socio-economic development of the telecommunications industry, which requires innovation in state management activities.

The article has two main objectives: (i) Analyzing and evaluating the state of telecommunications in the province of Yen Bai in the period 2016 - 2020; (ii) Several scientifically-based recommendations made to enhance the future effectiveness of state control of telecommunications in Yen Bai province.

2. Literature review and Methods

2.1. Theoretical foundations of state management of telecommunications

2.1.1. The concept of state management of telecommunications

State management is a type of management in which the State is the object, is directed, and is ruled in order to reach social and economic goals at certain times in history [3].

The relationship with the State as a whole also includes how the State runs telecommunications. State management of telecommunications is when the government acts on telecommunications activities in a planned and organized way in order to make the best use of resources to reach socio-economic goals and protect national defense and security [3].

It's clear that the State is the focus of state management of telecommunications. In particular, the Government centralized the way the state runs telecommunications. The Government has delegated responsibility for the state's management of telecommunications to the Ministry of Information and Communications, which is also vested with the authority to enforce compliance with these responsibilities. Within the scope of their responsibilities, the People's Committees at all tiers are responsible for coordinating the provision of telecommunications services on a local level.

State management of telecommunications covers organizations and people from inside or outside Vietnam who are directly or indirectly involved in telecommunications activities in Vietnam. These include: Businesses that offer telecommunications services, businesses that set up infrastructure for telecommunications, businesses that make and sell telecommunications equipment, telecom agents, and people who use telecommunications services, etc.

Tools for management: a constitution and a system of legal documents: Laws on Telecommunications, Laws on Radio Frequency, Laws on Network Information Security, Laws on Electronic Transactions; Decrees of the Government, Circulars of the Ministry of Information and Communications related.

2.1.2. Contents of state management of telecommunications

Based on a review of papers concerning provincial-level state administration of telecoms [4-7] summarizes and generalizes the following specific contents of state management of telecommunications in the province:

(1) Make long-term, 5-year, and annual development plans, as well as plans, programs, schemes, and projects for telecommunications in the area. Organize, inspect, and guide organizations and individuals to put plans, programs, schemes, and projects into action.

(2) Issue decisions, directives, and legal documents about telecommunications. Inform, educate, and spread the word about telecommunications law.

(3) Facilitate the organization and execution of plans and plans. To provide organizations and individuals with direction toward the implementation of legal documents, technical regulations, national standards, and economic and technical norms on the subject of the safety and security of telecommunications information in the region; With the goal of issuing telecom permits based on individual qualifications. The purpose of this project is to guide, direct, and inspect the professional knowledge and skills of state management of telecommunications at the district level. Following the law, arrange for the organization of communications in support of Party and State agencies involved in things like national defense, security, foreign affairs, disaster prevention and mitigation, and so on.

(4) To conduct investigations into allegations of wrongdoing by businesses and individuals within their purview; to adjudicate complaints, denunciations, and disputes about telecommunications in a manner consistent with decentralization.

2.2. Methods

2.2.1. Approach method

- System approach: Telecommunications and state management of telecommunications are placed in relationship with other socio-economic fields.

- Causal approach: Adhere to the principle of cause and effect to find out the causes of successes and limitations in state management in Yen Bai province.

- Approach from theory to practice: The evaluation of the current situation and suggestions for solutions are based on theoretical research, guidelines, points of view, and Party and State policies in the field of telecommunications.

- Comparative method: Use this method to compare indicators reflecting the state of state management of telecommunications in Yen Bai province between years to generalize the trend of change.

- Causal analysis method: Use this method to figure out what led to the results and limits of state management of telecommunications in Yen Bai province from 2016 to 2020. From there, you can come up with ways to make state management more effective in the future.

2.2.2. Research Methods

- Statistical analysis method: Use this method to analyze statistics related to telecommunications and state management of telecommunications in Yen Bai province in the period 2016-2020 to draw conclusions.

3. Results and discussion

3.1. State management of telecommunications in Yen Bai province

3.1.1. Telecommunications state management apparatus in Yen Bai province

Yen Bai province’s telecommunications infrastructure for enforcing state management includes:

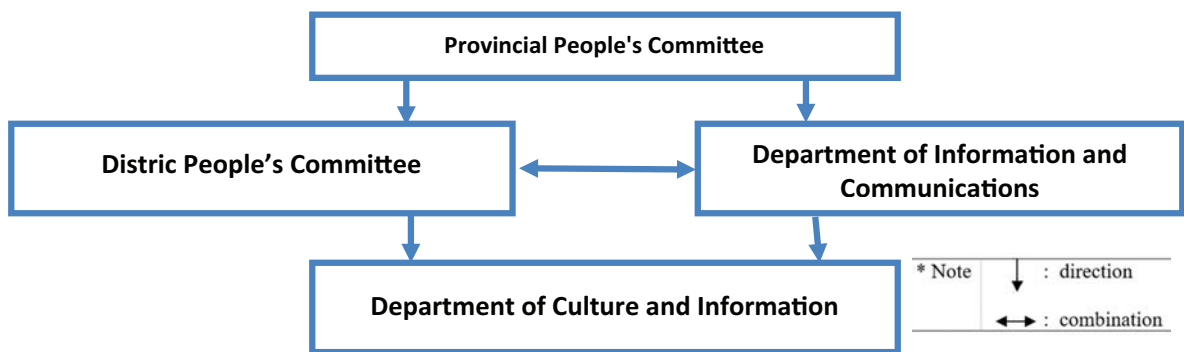


Figure 1. Diagram of state management apparatus for telecommunications in Yen Bai province

Source: Department of Information and Communications in Yen Bai Province [8]

In Yen Bai province, the Department of Information and Communications is a group that gives advice to the Provincial People’s Committee about how to run telecommunications for the state (Department of Information and Communications

in Yen Bai Province, 2016 [8]). The People’s Committee of Yen Bai province manages and directs the Department of Information and Communications when it comes to political tasks. The Ministry of Information and Communications

manages and directs the Department on a professional level. The Department of Posts and Telecommunications, which is part of Yen Bai's Department of Information and Communications, is responsible for advising the director and the department's leadership on the duties associated with state management of telecommunications.

The District People's Committee implements state administration of telecommunications with the help of the Department of Culture and Information as an advisory body. The Culture and Information Department is under the management and direction of political tasks of the District People's Committee and the professional direction and guidance of the Department of Information and Communications.

3.1.2. Constructing Yen Bai's master plans and telecommunications plans.

Yen Bai is keenly interested in the development planning and strategy of telecommunications because of the crucial role he sees it playing in modern society. In 2006, the province developed a master plan on post and telecommunications development for the period 2006 - 2015 and orientation to 2020 (District People's Committee of Yen Bai province, 2007 [9]). In 2009, the province adjusted the planning for the period 2006 - 2015 with a vision to 2020. (Provincial People's Committee of Yen Bai province, 2009 [10]), including changing postal and telecommunications development goals and targets in the province so that they are more in line with reality and help the economy grow; improving the role of state management in the field of post and telecommunications, which is the basis for the Provincial People's Committee to direct the development of post and telecommunications in a unified and synchronous manner with the planning of branches in the province.

However, the implementation of the telecommunications master plan in Yen Bai province has not been as specific as the annual plans for implementation. In addition, there is no statewide strategy for expanding the province's telecommunications networks. The Department of Information and Communications' administration and business operations have been hampered by a lack of planning. In particular, the Department of Information and Communications lacks a foundation upon which to issue licenses and assess the enterprise's compliance with the planning for telecommunications works; businesses do not actively participate in strategic planning for the expansion of the province's telecommunications infrastructure. This could be a gap that allows for the abuse of the state's power to regulate the telecommunications industry.

3.1.3. Drafting legal documents

In the field of telecommunications, the Department of Information and Communications advises the Provincial People's Committee to issue 02 legal documents: (1) Directive 12/2012/CT-UBND on strengthening the management and use of radio frequencies and equipment in Yen Bai province [11]; (2) Decision 06/2017/QĐ-UBND stipulating some contents in the management of public Internet access points and public electronic game service points in Yen Bai province [12]. These two documents both have sections that contain information that is no longer relevant to the current state of affairs, but the sections have not been updated, augmented, or replaced as of yet.

3.1.4. Organizing the implementation of plans

The province has widely disseminated, distributed, and educated telecommunications firms on the law in order to put the telecommunications development plan into action.

The form, however, is monotonous and lacks variety. Briefing businesses and sending paperwork to telecommunications companies are the major ways this is done. In particular, in the period 2016-2020, there is no conference to disseminate the law on telecommunications and information and communication technology. The Department of Information and Communications published 12 publications in 2016–2020 that explain how to carry

out telecommunications laws. In briefings, documents are only shared for short periods, not often, in-depth, not very well, and in coordination with media agencies (two meetings).

By 2020, the Department of Information and Communications will have awarded 157 certificates for telecoms operation licensing, including for the provision of public video gaming service points.

Table 1. Telecommunications licensing data in Yen Bai province in the period 2016-2020

Numerical order	Year	Quantity (Certificate)
1	2016	0
2	2017	122
3	2018	18
4	2019	13
5	2020	04
Total		157

Source: Department of Information and Communications in Yen Bai Province [13]

The Department of Information and Communications has been actively encouraging telecom companies to invest in the region’s telecommunications network infrastructure, particularly mobile communication networks and the Internet, for several years now. Keep the competition among telecommunications service providers on a level playing field to make the best use of the State’s telecommunications infrastructure. The province of Yen Bai now has 5 different companies offering telecom options. Briefings for telecom companies have been regularly held by the Department of Information and Communications (every 6 months). The province of Yen Bai hosts quarterly business meetings through the program “Entrepreneur Cafe,” creating an environment in which telecommunications businesses in the province can receive information, advice, and answers, as well as

foster favorable conditions and safeguard the common interests of enterprises.

State control of telecommunications in the province’s districts, towns, and cities is another area of interest for the Department, which hopes to coordinate with the District People’s Committee and offer expert advice to the Culture and Sports Departments (mainly through writing and face-to-face discussion to solve problems). However, it is impossible to provide professional training conferences and not perform a professional inspection at the district level between 2016 and 2020.

3.1.5. Organization of inspection and examination

From 2016-2020, the Inspector of the Department of Information and Communications inspected and examined 15 telecommunications-related businesses and persons, issuing fines totaling 235.5 million VND for administrative infractions.

Table 2. Number of inspections in the telecommunications sector in Yen Bai province in the period 2016 - 2020

Criteria	2016	2017	2018	2019	2020	Total
Number of inspections, examination	4	4	3	3	1	15
Including						
- Inspections	2	1	2	1	0	6
- Examination	1	3	1	2	1	9

Source: Department of Information and Communications in Yen Bai Province [13]

Most of the content of inspection and examination is about the following: Providing transport businesses with prepaid mobile phone services; providing Internet services to agents providing Internet services; ensuring the quality of BTS stations for enterprises providing mobile transport services; quality of telecommunications

products for organizations and individuals providing telecommunications equipment; comply with regulations on advertising and promotion of transportation products and services; activities of providing pay television services to enterprises providing pay television services.

Table 3. Contents of inspection and examination of telecommunications in Yen Bai in the period of 2016 - 2020

Numerical order	Content	Number of inspections, examination	Number of organizations and individuals inspected or examined		Amount of fines for administrative violations (Million VND)
			Organizations	Individuals	
1	Inspectors comply with the provisions of the law on the provision of mobile phone services.	2	5	50	85
2	Inspecting the observance of the law on the provision of public Internet services.	5	02	97	115
3	Inspecting the observance of the law on BTS station technical standards.	2	4	0	10
4	Inspection of compliance with regulations on conformity with standards and regulations on specialized telecommunications equipment.	3	15	10	15.5
5	Pay TV service provider activity inspector.	2	5	0	10
6	Comply with regulations on the promotion and advertising of transportation products and services.	1	5	0	0
TOTAL		15	36	175	235.5

Source: Department of Information and Communications in Yen Bai Province [13]

Inspection and examination activities have promptly prevented, detected, stopped, and handled violations of the telecommunications law; promote good things; make an important contribution to making sure that organizations and people in the province follow the law on telecommunications.

3.1.6. Results and effectiveness of state management of telecommunications in Yen Bai province

Even though there are still some problems, the state management of telecommunications in Yen Bai province changed in a good way between 2016 and 2020. This has made a big contribution to the province’s social and economic growth. Tables 4 and 5 show statistics on a number of quantitative indicators that show how well the government runs telecommunications in Yen Bai province.

Table 4. Some telecommunications indicators in Yen Bai province for the period 2016-2020

Ordinal number	Indicators	2016	2017	2018	2019	2020
1	Telephone subscriber number in the area (subscriber)	600,670	654,070	680,722	763,606	790,000
1.1	Mobile (subscription)	580,656	640,660	671,563	754,447	781,811
	Average growth rate (%)	111.05	110.33	104.82	112.23	102.38
1.2	Fixed (subscriber)	20,014	13,410	9,159	9,159	8,189
	Average growth rate (%)	103.19	67	68.30	100	98.4
2	Density (subscribers/100 people)	75	81	83.5	92.8	95
3	Fixed internet subscription number (subscriber)	198,424	223,760	229,759	271,029	322,100
	Average growth rate (%)	117.83	112.77	102.58	117.96	118.84

Source: Statistical Yearbook of Yen Bai province in 2020; Department of Information and Communications in Yen Bai Province [1,13]

In the period of 2016-2020, the targets of telephone subscribers, number of subscribers per 100 people, and number of fixed internet subscribers all increase every year. Besides, by the end of 2020, Yen Bai province has

100% of communes with mobile phone signals and 100% of communes with fiber optic cable. Thanks to the state management of telecommunications, it has contributed to meeting the increasing needs of the people.

Table 5. Telecommunications revenue in Yen Bai period 2016 - 2020

Unit: Million VND

Criteria	2016	2017	2018	2019	2020
1. Retail sales and service provision	6,891,500	9,743,352	12,820,200	17,093,600	21,367,000
2. Telecommunications revenue	1,879,364	1,860,216	2,162,640	2,443,215	2,580,035
2.1. Growth (%)	-	(1.02)	16.3	13	6.6
2.2. Proportion in retail sales and service provision (%)	27.2	19.1	16.9	14.3	12.1

Source: Statistical Yearbook of Yen Bai province in 2020; Department of Information and Communications in Yen Bai Province [1,13]

In Yen Bai province, telecommunications revenue is still not stable for the years 2016-2020. The telecommunications industry lost 19,148 million VND in income in 2017. From 2018, telecommunications revenue increased annually, from VND 1,860,216 million (in 2017) to VND 2,443,215 million (in 2019). In 2020, telecommunications income increased by 6.6% despite the effects of the Covid-19 pandemic. This demonstrates the dedication of local, regional, and state government officials, as well as the agencies responsible for managing the telecommunications infrastructure in the area. The share of telecommunications revenue in retail sales and service provision tends to go down, but the growth rate of telecommunications revenue is higher than the growth rate of the economy as a whole. However, the province still has not kept up with the growth of some other fields, in the coming time, the province needs to continue to have solutions to further promote the growth of the telecommunications industry.

3.2. General assessment of state management of telecommunications in Yen Bai province

3.2.1. Result

Over the years, the Provincial Party Committee, the Provincial People's Committee, and the Ministry of Information and Communications, together with the efforts and determination of the staff, civil servants, and officials of the Information and Communication sector, state management of telecommunications in Yen Bai province has achieved many outstanding results, contributing to the province's economic and social development.

The promulgation of planning and legal documents has been paid attention

to implementation. The Department of Information and Communications has advised the Provincial People's Committee to issue regulations and license telecommunications activities according to its competence.

Implement the implementation of state management of telecom enterprises in the area. The province of Yen Bai has made it easier for businesses that provide telecommunications and TV services to build infrastructure according to the approved plans, improve the quality of the network, and improve the quality of telecommunications services. The communication system is set up to help guide and run Party committees and authorities at all levels, stop and control floods and storms, and help with search and rescue. Telecommunications enterprises gradually develop new types of services to meet the increasing demands of the people.

The Department of Information and Communications also works closely with the district's People's Committee and gives professional advice to the Departments of Culture and Information on how to manage telecommunications in the province's districts, towns, and cities.

The telecommunications sector has been inspected and looked at under the direction and guidance of the Ministry of Information and Communications and the real-world situation of the province. This has had a positive effect on the state's management of the telecommunications sector by making it more efficient and effective.

3.2.2. Limited and causes

Despite the results, the way the government manages telecommunications in Yen Bai province still has some flaws and restrictions.

Yen Bai province does not have a plan for its telecommunications infrastructure from 2015 to 2020. Because of this, building transmission network infrastructure, mobile communication network infrastructure, and Internet service provision infrastructure could not be licensed for a long time.

The Department of Information and Communications has only suggested the Provincial People's Committee to make two telecommunications-related legal documents so far as part of its work advising on the creation of legal documents. There are still a few things that need to be fixed about how the state manages telecommunications in the area where the Provincial People's Committee is in charge.

The activities of propagating and guiding the provisions of the law on telecommunications for relevant subjects have not been focused on. In state management, making plans, evaluating and summarizing how the plans were put into action, collecting statistics, and writing reports are still not very effective.

The cause of the above limitations is due to the limited capacity of the state management staff in telecommunications, especially officials at Department of Culture, Sports and Tourism of the districts, towns, and cities, so there are many difficulties in organizing the telecommunications field tests at the district level; The telecommunications infrastructure has not yet met the development needs. Furthermore, there is a need for integration between telecommunications and information technology, which makes management activities increasingly challenging, as the state management of telecommunications has broad content and is related to the state management tasks of many businesses.

3.3. Solutions to improve the efficiency of state management of telecommunications in Yen Bai province

(i) Regarding the organizational structure and personnel work:

For the Department of Information and Communications of Yen Bai province, research is being done to combine the advisory and helping departments of the telecommunications and technology sectors and assign a focal point to take charge. This creates a comprehensive, synchronized, and mutually supportive way to direct and carry out state management tasks in this area in the locality. In the state's management of telecommunications, there aren't enough consultants at the district level right now. It is important to make sure that the Department of Culture and Information has enough staff to manage, advise, and help the District People's Committee with state-level telecommunications management. At the same time, strengthen training and fostering, create conditions for learning, experience, and grasping practices for staff working in state management of telecommunications, so that staff can regularly access technology, promote creativity, renew thinking, innovate actions, and adapt to the fast development of the telecommunications field in today's world.

(ii) Regarding planning, and implementation organization.

The province needs to develop a master plan for the telecommunications sector in the province for the period of 2021-2030. The contents of the plan ought to be detailed, well-organized, and substantial, in keeping with national objectives and provincial realities. The plan must be put into action in a reasonable way each year, and each year's progress must be carefully looked at.

(iii) Regarding the formulation and promulgation of legal documents concretizing the mechanisms and policies of the Central Government.

Creating a legal passageway for state management and business activity in the sector of telecommunications through the promulgation of legal documents; The Department of Information and Communications needs to review the entire system of central legal documents on telecommunications; Urgently advise the Provincial People's Committee to get rid of, revise, adjust, supplement, or issue new legal documents in accordance with the mandates of the law and the requirements of the objectives, in order to spur development; There is no legal gap in the telecommunications sector in the province.

(iv) Promoting the development of telecommunications infrastructure and telecommunications services.

Having clear plans and objectives and publicly announcing, encouraging, inviting, and signing cooperation agreements, creates all conditions for enterprises to invest in infrastructure development in service of digital transformation. Fair treatment for enterprises in the area, and transparency in licensing activities in the telecommunications sector.

(v) Renovating and improving the efficiency of inspection and examination of the telecommunications sector.

Renovate inspection and examination activities, and apply solutions to regularly monitor the implementation of legal provisions for organizations and individuals operating in the field of information and communication. Improve the inspection staff's capability to carry out their duties

by providing them with up-to-date information on the latest developments in telecommunications technology on a regular basis; equip technical means and information systems for regular monitoring of objects under their management; there are regulations to allow and decentralize authority for Department Inspectors to use data for tasks.

4. Conclusions

The 4th Industrial Revolution is a once-in-a-lifetime chance for our country to make progress. The State and governments at all levels and in all parts of the country need to find ways to improve state management to help the telecommunications industry grow. This will set the stage for digital transformation and the creation of a digital economy and society. State management of telecommunications in Yen Bai province has achieved many important results, specifically: promulgating regulations and granting licenses for telecommunications activities according to their competence; Communication demands of the Party, State agencies, companies, and people are met; State-level telecommunications management is coordinated with all other levels; The state's management of telecommunications in the area is made more efficient and effective through the rigorous application of inspection and examination operations. However, there are still many problems with state-level telecommunications management in comparison to actual requirements, such as the lack of any kind of telecommunications infrastructure planning. The consulting work is not timely, the planning and evaluation of the implementation of the plans, statistics, and reports in the state management are not effective, and the capacity of state

management staff in telecommunications is still limited.

Based on the results of the research, the article suggests 5 groups of solutions that are appropriate for the province and will help renew and improve the efficiency of state management of telecommunications in Yen Bai province in the near future. These solutions are: (i) Solutions on organizational structure and personnel work; (ii) Solutions on planning and implementation organization; (iii) Solutions on formulating and promulgating legal documents concretizing the mechanisms and policies of the Central Government; (iv) Solutions to promote the development of telecommunications infrastructure and telecommunications services; (v) Solutions to innovate and improve the efficiency of specialized inspection and examination of telecommunications.

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QUẢN LÝ NHÀ NƯỚC VỀ VIỄN THÔNG TRÊN ĐỊA BÀN TỈNH YÊN BÁI

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Tóm tắt

Là một ngành kinh tế - kỹ thuật gắn liền với khoa học công nghệ, ngành viễn thông luôn có những đóng góp quan trọng cho sự phát triển của tỉnh Yên Bái. Bài viết sử dụng phương pháp tiếp cận (tiếp cận hệ thống, tiếp cận theo nguyên lý nhân quả, tiếp cận từ lý luận đến thực tiễn) và phương pháp phân tích thống kê, phương pháp so sánh, phương pháp phân tích nhân quả để phân tích và đánh giá thực trạng quản lý nhà nước về viễn thông trên địa bàn tỉnh Yên Bái giai đoạn 2016 - 2020. Kết quả nghiên cứu cho thấy ngành viễn thông đã đóng góp quan trọng vào hoạt động thương mại nói riêng và sự phát triển kinh tế - xã hội của tỉnh nói chung (đóng góp từ 12-27% trong doanh thu bán lẻ và cung cấp dịch vụ trong giai đoạn 2016-2020). Tuy nhiên, hoạt động QLNN về viễn thông trên địa bàn tỉnh Yên Bái còn những hạn chế cần được khắc phục. Bài viết được thực hiện nhằm cung cấp cơ sở khoa học để đề xuất các giải pháp nâng cao hiệu quả QLNN về viễn thông trên địa bàn tỉnh Yên Bái trong thời gian tới.

Từ khóa: Quản lý nhà nước, viễn thông, tỉnh Yên Bái.