

Solutions to enhance the effectiveness of information technology application in administrative reform at the Department of Labor, Invalids and Social Affairs of Ha Nam Province.

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Abstract: This study examines solutions to enhance the effectiveness of information technology (IT) application in administrative reform at the Department of Labor, Invalids and Social Affairs of Ha Nam Province. Despite significant investments in e-government infrastructure, the Department faces persistent challenges including fragmented data systems, low digital literacy among staff, and inadequate process integration, which limit the efficiency of public service delivery. Employing a mixed-methods approach combining document analysis, surveys, and semi-structured interviews with department officials and citizens, the research identifies critical gaps between current IT utilization and reform objectives. Key findings reveal that successful IT adoption requires not only technological upgrades but also systematic improvements in human resource training, inter-departmental data sharing protocols, and leadership commitment to digital transformation. The study proposes a comprehensive framework encompassing technical standardization, capacity-building programs, and performance evaluation mechanisms tailored to the Department's specific operational context. These solutions aim to streamline administrative procedures, reduce processing times, and enhance transparency, ultimately contributing to more responsive and citizen-centered governance at the provincial level.

Keywords: information technology, administrative reform, application efficiency, Department of Labor, Invalids and Social Affairs