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<th>The social usage of internet in Vietnam: country report.</th>
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<tr>
<td>Author(s)</td>
<td>Dang, Ngoc Dinh.</td>
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THE SOCIAL USAGE OF INTERNET IN VIETNAM

Country Report

by Prof. Dang Ngoc Dinh
In collaboration with
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Hanoi - August, 1999
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PART A. VIETNAM ECONOMIC OVERVIEW

Over 10 years of innovation ("Doi moi"), Vietnam has achieved significant successes. The economy has been stabilized and reached a high economic growth rate due to macroeconomics reform. The average income per capita increased 5 percent per annual; the production productivity increased rapidly, the inflation has significantly decreased (from 17.6 percent per annual in 1992 to 3.6 percent in 1997). The export also increased rapidly, more than 22 percent per annual. The economic achievement has led to a significant improvement of living conditions for the Vietnamese people.

However, Vietnam is only at the beginning of a long and difficult transition process from low-income economy to an equal position to other countries in ASEAN. Vietnam has still been a poorest country with an average income per capita per annual of over 300 US$. The financial crisis in the region has caused the short-term economic reform program in Vietnam to be more difficult.

I. Agriculture

The Vietnamese population is made up of more than 70 percent of rural population and two third of the labor force is working in agricultural sector. Due to the change in the Government policies for agriculture and rural development, since 1993 approximately 20 million-farmer households have increased the output and the quality of food production. Total output of food production during the period of 1993 - 1995 has increased in 17.5 percent and rice export - 31 percent in comparison with that of during 1989 - 1992. At the present (1998), Vietnam had an exportation of 3.5 million ton of rice per year and is one of the biggest rice export countries. The price of the exportation rice has also increased from 170 to 200 US$ per ton. The national food security has been met; the living conditions of the farmers have significantly been improved.

II. Industry

Over recent years, the industrial production has been on the top of the economic growth in Vietnam. Although 6 months of the first half of 1997 the industrial production increases in 13.6 percent, there clearly appears the slow down signs of the industrial growth.

The growth in the industrial sector (not including construction) has been made due to the increase in approximately 20 percent by the firms having foreign investment while the growth in the government and non-government sectors have been slow down from 13 percent in 1996 to 10 percent in 1997. The slow down tempo of the industrial growth in the government sector
showed difficulties faced by the state-owned enterprises as a result of a redundant workers, out of date technologies, ineffective production, poor management skills, unsatisfactory protection policies (high taxes, illegal import, counterfeit goods ...). Small firms and households, the main factors of the private sector, reflect the limitation for participating in the various development programs of the Government.

III. Services

The growing trend of service sector has increased over 6 years from 1990 to 1996. However this trend has been on the decrease since 1997, particularly in 1998 and 1999. An important trend in the service sector is to slow down growth in banking and insurance. The growth reflects a dramatically increase in the number of new financial organizations after a period of time and not increase in the later period. Since 1996, construction activities: hotel, office and apartment construction, have been delayed. Price of housing rental has been decreased.

Market of information technology in Vietnam has dramatically grown, as 10 times as that of during last 5 years and 100 times during 10 years (1985 - 1995). The number of Information Technology progresses has been applied that contributed to improve the quality of service network, effectiveness of production and business.

IV. Investment

The investment has nearly been triple from 11.6 percent of GDP in 1989 to about 28 percent of GDP in 1996. The driving force for promoting investment is mainly based on non-state investment and FDI.

At present Vietnam has been in much more difficult conditions than that of in the last few years. This results in domestic and international factors. The permanent difficulties are the lack of capital, unemployment, little saving, and low competitive ability. In addition the financial crisis in the region has significantly impacted financing, banking, import-export activities, tourism, foreign investment, employment, and the growth rate of every economic sector and the whole economy.
PART B. GENERAL ISSUES ON INTERNET IN VIETNAM

I. Introduction - Internet services

One of the most important events of technology renovation in Vietnam during a time of 1997 and 1998 is that Vietnam has formally connected to international Internet system and participated in "Super Way of Global Information System" on November 19, 1997.

The national axis of this information net is called \textit{Vietnam Net} (VNN) which linked with the Internet and the LANs installed over a country. The Vietnamese General Company of Post and Telecommunication (VNPT) has completed the build-up and installation of VNN and transferred it to Vietnam Datacommunication Company (VDC) for management and exploitation.

This VNN includes two main components:
+ Internal Axis Net; and
+ Two gates for international connection installed in Hanoi and Ho Chi Minh cities.

At Hanoi gate, there has two international ways, one connects to Australia with a 256 Kb/s speed through communication satellite and the other connects to Hongkong with a 256 Kb/s speed through ocean-communication cable. At Ho Chi Minh City gate, there also has two international ways and both connects to United States through ocean-communication cable, but one having a 64 Kb/s speed and the other 2 Mb/s speed.

From December 1, 1997, the Internet Services Providers (ISP) in Vietnam officially provided the clients with the services through Vietnamese Internet Net (i.e. Vietnam Net - VNN), such as:

- Information searching service, including WWW (World Wide Web). WAIS (Wide Area Information Server) etc.
- Email service.
- File Transfer Protocol (FTP) which is a way to transmit or receive a file among different nets under the Internet system. And
- News searching service.

II. Main participants and users of internet system in Vietnam

II-1. Main participants of Internet system

\textit{1. The Internet Accessing Provider (IAP).}

The Vietnam Datacommunication Company (VDC) of Vietnamese General Company of Post and Telecommunication (VNPT) is the main unit which provides the services for
connecting and accessing the Internet system (called the IAP of the Internet Service Provider - ISP) while the ISP provides the Internet services for private use as well as for the individuals who like to use the Internet system.

VDC is State Company and operates on national and international - wide scope in various fields such as informatics, data transmission, Internet services and others related. Specifically, VDC provides the following services:

* VTETPAX - National Center for providing Package Transmission Service through X25 and X28 channels etc.
* VNMAIL - Electronic Mail Service.
* VNN - Internet Service.
* WEB - Web page.
* Development of Application Program.

The Vietnam Net Information Center (VNNIC) is a body to manage the addresses of vn area name and sub-area name, organize and exploit the main server containing the area names, take a focal point of international connection, make a registration of inter-networks protocol (IP) area address as well as control and distribute such addresses over the country.

2. Internet Services Provider (ISP).

It is the enterprise which is authorized to set up the computer information transmission systems using some IP addresses and provide several services such as electronic mail, file transmission, off-side accessing by different methods for the entities, organizations and individuals who like to use the Internet services.

At this time, Vietnam has 4 enterprises providing such Internet services. They are:

* Vietnam Datacommunication Company - (VDC).
* Informatics Technology Investment and Development Company - (FPT).
* Saigon Joint - Stock Telecommunication Services Company.
* Institute of Information Technology - (IOIT).

a) The VDC is the State Company providing the following services:

+ Electronic Mail (E-Mail).
+ File or information transmission among the computers of Internet system by using File transfer Protocol service.
+ Participation in the “electronic consultation” through Usenet.
+ Electronic discussion or conversation.
+ Access to WWW

b) FPT is one of the top Information Technology Companies in Vietnam. Its operations typically focus on software area. The FPT Net Technology is considered as the master of “Vietnam Intelligence Net” component in the Internet system. The information shown in this component includes information of trade and technology, economic news, culture and sport operations. The type of information consists of oral, picture, chart and music etc.

The source of information of FPT to be transferred through the Internet is the news that have been officially pronounced in the public media instruments, the science and technique information, the education and training issues etc.

c) Institute of Information Technology - IOIT - is the National Research and Development Center for Information Technology. It is the owner of the nets of VAREnet, VINANET and NETNAM.
Like FPT, IOIT is the provider who providing the Internet services such as E-mail, file transfer, access of Web page etc. The VAREnet of IOIT is mainly used for transferring E-mail.

The VINANET is the trade information system, which is specialized in compiling the business information from the sources of AP or AFP. This information will be translated into Vietnamese and updated five times a day. The VINANET has gained several successes in business. However, this system is only used within Vietnam, so it has been invested by the Government an advanced technology standard, namely VITRANET.

The NETNAM has attracted about 400 participants of foreign Governments and Non-Government Organizations. It is a relative successful system in terms of business area. In addition to the E-mail service as others, NETNAM also has the English Usage Forum service and can provide the facilities for conversation of many persons at the same time.

II-2. Users of Internet in Vietnam

Up to the data as of March 30, 1998 there was 3097 accounts (about 10,000 users) in the whole country of which in Hanoi (as 100%) there was the following usage proportion:
- Foreign Representative Offices - 39%
- Private Companies - 11%
- Government Agencies - 25%
- Individuals (for study, business etc) - 25%

It was still a big problem that almost of these 10,000 users at that time were mainly in Hanoi and Ho Chi Minh cities.

Vietnam General Department of Post has estimated approximately those 200 computers of total 400,000 ones in Vietnam have used the Internet services since beginning of 1998. Among the services provided by the Internet system, Vietnamese users mainly used E-mail service, but it met only about 20% of the total capacity.

There were around 20,000 Internet subscribers nationwide by the end last year (1998), one predicts this number will be increased up to 40,000 by the end the year 1999. But the current situation of Internet usage in Vietnam is facing some difficult issues and one of these is the home page concept (Vietnam Economic Times, May 4, 1999):

In fact, at present (May, 1999) the sum total of home page in the whole of Vietnam not even reach four figures. According to VDC, which is in charge of local connection to the Internet, there are only some hundreds of ho
me pages nationwide. FPT Internet, the country’s second biggest ISP, has set up about 100 home pages for its subscribers, a third of them for small and medium-size private companies. Very few businesses have the money to advertise their goods and services abroad. A home page is a cheaper way to advertise on the Internet so the potential market in Vietnam should be very large indeed, considering the country has tens of thousands of business. In Hanoi alone, there are over 8,000 private and state-owned enterprises. The home page concept has enormous potential for a small country like Vietnam, where some 90% of enterprises are small and medium-size enterprises with tiny advertising budgets. However, this lucrative market remains largely untapped due to the minuscule number of Internet users, coupled with general ignorance about the home page concept. Few company directors have their own Internet accounts; instead, many have logged on purely because they see e-mail as a way to replace taxes and thus save on minor operating expenses.

Introducing local companies to the world market would be a logical first step, and the home page concept may well be the best way to do it.
III. Control and security of information, the copyright issue, and cultural aspect

This is the organization and implementation of the control plans on information to be transferred through computer systems that connected to the Internet; the application of technical tools required by the Ministry of Interior for the safety, security and confidence of information exchanged through the Internet system.

The entities and individuals are not prohibited to connect indirectly or directly their PCs or computer systems to the Internet through the public telephone line.

In addition, though the Law of Copyright Protection has been issued in Vietnam, but it is not yet implemented effectively and efficiently.

The Government has a full right to manage and control the networks and services related to the Internet. National Coordination Board of Internet has been set up under the Decision No 136/TTG dated March 5, 1997 of the Prime Minister. This body has a responsibility to regulate and coordinate the management and development activities of the Internet services and systems in Vietnam.

All activities relating to connection, providing and use of Internet services should be consistent with the temporary Regulation on Management, Establishment and Use of Internet which was issued together with the Decree 21/CP dated May 5, 1997 of the Government.

Up to now almost two years passed since Vietnam was hooked to the Internet, but the problem of security ion the Net is still not seriously thought about. Security threats like hacking have already begun to affect some Net users, and both industry and government experts are seeking solutions.

In Vietnam, using firewall software or hardware socially coded to block Internet sites at the ports where they enter is considered the only solution to security on the Net, but it is regarded by experts as ineffective. The government uses a firewall to block a number of Internet sites, and companies use it to protect business information or company secrets. But the firewalls are also contributing to a 30% decrease in Internet speeds. In fact, there are thousands of files going through the two Internet gates in Hanoi and HCM City every hour and it is impossible for anyone to review all the content. Monitoring the content would make it much slower. If the Net gets too slow, there is possibility that people may stop using it altogether. Complaints from users, especially from foreign companies, have already begun.

Regarding to cultural aspect, the Internet itself also has a negative side, which relates to the prudential matter of information, the diffusion of information making a harmfulness to personal dignity and children education etc. These problems are causing a challenge to every country that the mankind should act upon a globalization approach, but his thinking should be consistent with a national identity. It is also a most important challenge for the development task of all society at this time. To solve this, we need to come back the standards of education, virtue and academic degree of the people in each country.

Once, many cultural societies become the members of Internet system, it will be a very great demand of the fairness of information in order to act upon a globalization strategy, and maintain cultural heritage of the nation.

Seeking for the national identity is now emerging as a direction of each country in order to confirm itself and recover its picture. The Internet together with telecommunication revolutionary is pulling the mankind to the integrated global competition, and also providing him an opportunity to affirm his national identity.
In a context of such strong and deep change of the community, he recognizes that a management of Internet will be most effective when it can meet with the following requirements:

- To support a development of the enterprises.
- To encourage an intelligent contribution of each individual.
- To help the individuals understanding and distinguishing a concept of globalization and an issue of national identity so that they can have useful reaction for development process.
PART C. MAIN RESULTS OF THE INTERVIEW OF 100-EARLY INTERNET USERS IN VIETNAM

Interview has been carried out in July, 1999 among 100 (one hundred) early users of the Internet in Vietnam.

I. General Demographics

1. Sex: Among 100 interviewees there were:
   1. 21 Female;
   2. 79 Male.

2. Occupation:
   1. 61 persons from public offices (manager, officials, researchers in public institutions...);
   2. 39 persons from universities, and industries (teachers, students, entrepreneurs, social activists...).

3. Ethnic:
   In 100 interviewees there was 99 persons from Vietnamese ethnic, only 1 person from other ethnic (In Vietnam there is about over 90% population that have Vietnamese ethnic).

4. Age:
   1. 21-24 .......... 18 persons
   2. 25-29 .......... 32
   3. 30-34 .......... 7
   4. 35-39 .......... 6
   5. 40-44 .......... 12
   6. 45-54 .......... 21
   7. 55-60 .......... 4

5. Highest level of education completed:
   1. Lower Secondary school 0 persons
   2. Upper Secondary school 0
   3. Vocational/Technical school (2-3years) 2
   4. Baccalaureate degree or equivalent (3-4 years) 72
   5. Master's Degree (MS/MA) 9
   6. Doctoral Degree (Ph.D) 17

6. Marital status:
   1. Rather not say. 1 person
   2. Divorced 0
   3. Married 56
   4. Separated 0
   5. Single 42
   6. Widowed 1
7. Current household income:

Note: 1 $US = 13,900 VND

1. < 200,000 VND .................................................. 7 persons
2. 200,000 - < 300,000 VND ................................. 6
3. 300,000 - < 500,000 VND ................................. 11
4. 500,000 - < 1,000,000 VND ............................ 21
5. 1,000,000 - < 1,500,000 VND .......................... 25
6. 1,500,000 - < 2,000,000 VND .......................... 16
7. 2,000,000 - < 5,000,000 VND .......................... 9

8. Primary language:

1. all 100 persons speak Vietnamese most of the time 100%
2. 69 persons is using English in everyday life 69%
3. 8 persons is using French in everyday life 8%
4. 8 persons is using Russian in everyday life 8%
5. 1 person is using Chinese in everyday life 1%
6. 3 persons is using Other languages in everyday life 3%

II. Technology Demographics

9. Items that users personally own:

1. fax machine .................................................. 36 persons
2. Black and white printer ................................. 54
3. Color printer ............................................... 21
4. Scanner ................................................... 20
5. Web TV ................................................... 1

10. Email package primary used:

1. AOL mail .................................................. 2 persons
2. CC: mail (Lotus) .......................................... 2
3. Eudora ..................................................... 1
4. Messenger (Netscape) ................................. 23
5. Exchanger (Microsoft) ................................. 24
6. Outlook/Outlook 98 (Microsoft) ..................... 16
7. Outlook express .......................................... 39
8. Other Microsoft mail products ......................... 18
9. Emacs/VM (Unix/PC) .................................... 0
10. Mail (Unix) ................................................. 3
11. Pine/Elm (Unix) ........................................... 0
12. Pegeesus mail for window ............................ 1
11. Nature of email practice of users:

1. One email account from work/school .......................... 56 persons
2. One email account from home ................................... 30
3. One email account from work/school and from home ...... 12
4. Multiple email accounts from work/school ................. 4
5. Multiple email accounts from home ............................ 1
6. Email accounts only from work/school and email accounts only from home ........................................ 6
7. Multiple accounts from work/school and from home ...... 0
8. Other arrangement .................................................. 0
9. Don’t know .................................................................. 1

12. Email experiences

1. Sent email .................................................................. 93 persons
2. Received email ............................................................ 93
3. Sent HTML email ......................................................... 51
4. Received HTML email .................................................. 49
5. Sent secure/encrypted email .......................................... 9
6. Received secure/encrypted email .................................... 8
7. Used a signature ........................................................... 12
8. Used virtual .................................................................. 1
9. Sent an attachment ........................................................ 70
10. Received an attachment ............................................... 68
11. Read an attachment ...................................................... 36
12. Archived old messages .................................................. 43
13. Had to seek help from others to figure out how to use .... 8
14. Deleted a message that I later realised was still needed .. 12
15. Had may mailbox become corrupted/unusable .............. 8
16. Received an unsolicited commercial mass email (a.k.a SPAM) ................................................................. 2
17. Received image file ....................................................... 37
18. Sent image file ............................................................. 34
19. Not of these ................................................................. 1

13. Routine basis used to communicate with others:

1. Fax ............................................................................. 58 persons
2. Phone (wired, including cordless) .................................. 91
3. Phone (cellular, PCS) ...................................................... 7
4. Pagers ........................................................................ 2
5. Voice mail ................................................................. 2
6. Surface/Postal mail ....................................................... 51
7. Express mail ............................................................... 47
III. WEB and Internet

14. Average time of WWW browser usage:
   1. More than 5 times/day ........................................ 12 persons
   2. 1 to 4 times/day ........................................ 41
   3. a few times a week ........................................ 37
   4. once a week .................................................. 11
   5. once a month .................................................. 1

15. Average hours a week of WWW browser usage:
   1. 0 to 1 hours/week ........................................ 6 persons
   2. 2 to 3 hours/week ......................................... 26
   3. 4 to 6 hours/week ......................................... 29
   4. 7 to 9 hours/week ......................................... 6
   5. 10 to 20 hours/week ...................................... 13
   6. 21 to 40 hours/week ...................................... 10
   7. 41 to 80 hours/week ...................................... 3

16. Hours per week to use computer for fun/play:
   1. Less than 1 hour/week ................................... 44 persons
   2. 1 to 5 hours/week ......................................... 35
   3. 5 to 20 hours/week ....................................... 19
   4. 21 to 40 hours/week ...................................... 2
   5. Over 40 hours/week ........................................ 0

17. Hours per week to use computer for work:
   1. Less than 1 hour/week ................................... 0 persons
   2. 1 to 5 hours/week ......................................... 14
   3. 5 to 10 hours/week ....................................... 20
   4. 10 to 20 hours/week ...................................... 24
   5. 21 to 40 hours/week ...................................... 22
   6. Over 40 hours/week ........................................ 15

18. Biggest problems in using the Web:
   1. Not being able to find the information I am looking for .......................................................... 11 persons
   2. Not being able to efficiently organize the information I gather ..................................................... 24
   3. Not being able to find a page I know is out visited ........................................................................... 29
   4. Not being able to return to page I once there ..................................................................................... 1
   5. Not being able to determine where I am ......................................................................................... 3
   6. Not being able to visualize where I have been and where I can go ................................................... 5
   7. It takes too long to view/download pages ......................................................................................... 16
8. It costs too much ........................................ 66
9. Encountering links that do not work ................ 4
10. Other : Communication speed is very slow v.v...

19. Primary use the Web for:

1. Self ................................................. 24 persons
2. Business ............................................. 8
3. Education .......................................... 51
4. Shopping ............................................ 1
5. Entertainment ....................................... 11
6. Communication with other ........................... 68
7. Gathering information for personal need ......... 62
8. To while any the time ................................ 3
9. Other .................................................. 11

20. Internet technologies considered “indispensable”:  

1. World Wide Web ....................................... 88 persons
2. E-mail .................................................. 94
3. Chat/Online discussion ................................ 8
4. Internet phone ........................................ 9
5. Internet Fax ........................................... 12
6. “Push” technologies .................................... 3

21. Streaming audio over the Internet:

1. Video conferencing over the Internet ............... 20 persons
2. Digital signature/id cards ............................. 6
3. 3-D environments ..................................... 8
4. Java/Java Script ...................................... 3

22. How to find out about new WWW pages/sites:

1. Books .................................................. 90 persons
2. Friends ................................................ 60
3. Follow hyperlinks from other Web pages .......... 27
4. Internet search engine ................................ 46
5. Internet directories ................................... 25
6. Usenet newsgroups ................................... 4
7. Signature at end of email messages ................. 53
8. Television advertisements ............................ 35
9. Other sources ......................................... 11

23. Items number to favourites/bookmarks contain:

1. Do not use favourites/bookmarks .................. 9 persons
2. Do not know .......................................... 3
3. 1 to 10 pages ......................................... 31
4. 11 to 50 pages ........................................ 26
5. 51 to 100 pages ....................................... 16
6. Over 100 pages ....................................... 9
24. Purpose of saving/printing WWW documents viewed:
   1. Archive documents 59 persons
   2. Fear that document will not longer be available 5
   3. Use the information in the document offline 8
   4. Read document off line rather than on line 26
   5. Want to use content in other document(s) 43

25. Navigation/Search used in the past six months:
   1. http://www.vnn.vn 78 persons
   2. AOL NetFind 5
   3. HotBot 4
   4. GTE Super pages 0
   5. InfoSeek 26
   6. Web Crawler 2
   7. Meta Crawler 0
   8. Yahoo 80
   9. Galaxy 5
   10. LookSmart 2
   11. Megellan 1
   12. Excite.com 2
   13. Lycos 1
   14. Vista 1
   15. Other 22

How often users (among 100) have used the Web for each of the following categories during the past 6 months: (Unit: person)

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<th>Occasionally</th>
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<tr>
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<td>3</td>
<td>11</td>
<td>25</td>
<td>41</td>
</tr>
<tr>
<td>27. To access online newspapers</td>
<td>18</td>
<td>33</td>
<td>39</td>
<td>8</td>
</tr>
<tr>
<td>28. To access information about commercial products/services</td>
<td>9</td>
<td>19</td>
<td>22</td>
<td>38</td>
</tr>
<tr>
<td>29. Instead of watching TV</td>
<td>2</td>
<td>3</td>
<td>15</td>
<td>59</td>
</tr>
<tr>
<td>30. To access reference materials</td>
<td>20</td>
<td>47</td>
<td>25</td>
<td>6</td>
</tr>
<tr>
<td>31. To access research reports&amp;projects</td>
<td>8</td>
<td>24</td>
<td>37</td>
<td>16</td>
</tr>
<tr>
<td>32. To access financial information</td>
<td>4</td>
<td>13</td>
<td>26</td>
<td>39</td>
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<tr>
<td>33. To access health/medical information</td>
<td>2</td>
<td>11</td>
<td>31</td>
<td>44</td>
</tr>
<tr>
<td>34. To access online chat groups</td>
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<td>4</td>
<td>18</td>
<td>62</td>
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<tr>
<td>35. To access online job listings</td>
<td>0</td>
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<td>10</td>
<td>65</td>
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<td>36. To access online home/rental listings</td>
<td>0</td>
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<td>9</td>
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<td>37. To access online telephone listings</td>
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<td>17</td>
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<td>38. To access online maps</td>
<td>2</td>
<td>0</td>
<td>10</td>
<td>67</td>
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<tr>
<td>39. To search for products/service information or make purchases</td>
<td>1</td>
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40. Payer (person) for Internet access:
   1. Self/Spouse, parents ........................................... 32 persons
   2. Work/School ..................................................... 68
   3. Other .................................................................. 0

41. Average Internet bill for month:
   1. < 100 thousand VND .............................................. 10 persons
   2. 101-200 thousand VND ......................................... 14
   3. 201-300 thousand VND ......................................... 13
   4. 301-400 thousand VND ......................................... 9
   5. 401-500 thousand VND ......................................... 11
   6. 500-1000 thousand VND ........................................ 4
   7. > 1000 thousand VND ............................................ 3
   9. Do not know .......................................................... 36

42. Most expensive bill so far:
   • One user has paid 33 million VND, but that bill was charged for all accounts of the University.
   • One user has the bill of 3 million VND; One user has the bill of 2 million VND; and One user has the bill of 1 million VND.
   • 7 users have the bill from 500,000 VND to 700,000 VND.

43. Screen diameter/diagonal of the monitor:
   1. 14 inches .................................................................. 71 persons
   2. 15 inches .................................................................. 6
   3. 16 - 18 inches .......................................................... 15
   4. 19 - 21 inches .......................................................... 1
   5. Other (10-12 inches, don’t know): .......................... 8

44. Online services currently subscribed:
   1. America/Bertelsmann Online ...................................... 1 persons
   2. Vnn.vn .................................................................... 80
   3. AOL .......................................................................... 3
   4. AT & T WorldNet ...................................................... 0
   5. CompuServe ............................................................ 7
   6. Europe Online .......................................................... 5
   7. Microsoft Network .................................................... 32
   8. NetCom Internet Services .......................................... 7
   9. T - Online ............................................................... 0
   10. Prodigy .................................................................... 0
   11. Other national/international ISP ................................ 14
45. Main reasons of not be willing to pay to access a web site:

1. Cost too high .................................................. 50 persons
2. The information is of poor quality ............................... 9
3. Lack of easy payment mechanism ............................... 32
4. Already paid to connect to the Internet ......................... 23
5. Other free sources of the same information exist .............. 18
6. Do not trust the site to handle the payment properly .......... 3
7. Would be willing to pay ......................................... 2
8. Other reasons ..................................................... 9

46. Groups have been become more connected through the Internet:

1. People sharing political interest ................................. 0 persons
2. People sharing hobbies/recreational activities ................... 22
3. People sharing religion ........................................... 0
4. People in the same profession .................................... 39
5. People in the same family ....................................... 23
6. People in similar life situation .................................. 0
7. Other groups ....................................................... 8

47. Most critical issue facing the Internet:

1. Taxation of services ............................................... 87 persons
2. Finding things/navigating around ................................. 43
3. Privacy ............................................................. 8
4. Lack of cultural diversity ......................................... 15
5. Encryption .......................................................... 25
6. Lack of linguistic diversity ....................................... 17
7. Censorship .......................................................... 27
8. Don’t know .......................................................... 0
9. Other ................................................................. 0
IV. Attitudes to Innovations

Opinion of users on technology and technological progress in Vietnam:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Statement</th>
<th>Applies fully</th>
<th>Applies partially</th>
<th>Does not apply at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>48</td>
<td>Change is more important than continuity.</td>
<td>43</td>
<td>18</td>
<td>2</td>
</tr>
<tr>
<td>49</td>
<td>We have to leave what is old behind us as quickly as possible. What is old is retrograde.</td>
<td>13</td>
<td>45</td>
<td>8</td>
</tr>
<tr>
<td>50</td>
<td>We need all that is new as soon as possible. What is new is progressive.</td>
<td>26</td>
<td>33</td>
<td>2</td>
</tr>
<tr>
<td>51</td>
<td>We should never forget the wisdom our ancestors and grandparents have handed down to us.</td>
<td>60</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>52</td>
<td>We need more courage for technological innovation.</td>
<td>79</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>53</td>
<td>He who dares, succeeds.</td>
<td>39</td>
<td>28</td>
<td>0</td>
</tr>
<tr>
<td>54</td>
<td>With new technologies the risks are fewer than the opportunities.</td>
<td>34</td>
<td>22</td>
<td>2</td>
</tr>
<tr>
<td>55</td>
<td>Technical progress brings social improvements for our people.</td>
<td>56</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>56</td>
<td>A poor technological standard only make us dependent on the rich countries.</td>
<td>78</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>57</td>
<td>Our cultural heritage is more important to us than western-oriented progress.</td>
<td>15</td>
<td>39</td>
<td>18</td>
</tr>
<tr>
<td>58</td>
<td>Technological progress is only of advantage to a small number of people in our society.</td>
<td>5</td>
<td>33</td>
<td>47</td>
</tr>
<tr>
<td>59</td>
<td>Our country needs more technological progress because otherwise we will remain a poor country.</td>
<td>79</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>60</td>
<td>There are more advantages than disadvantages to technological progress.</td>
<td>63</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>61</td>
<td>Unfortunately in our country technological progress is being bought at the price of cultural uniqueness.</td>
<td>4</td>
<td>45</td>
<td>17</td>
</tr>
</tbody>
</table>

62. Innovations/changes would like to see being made urgently in Vietnam:

The answers have been concentrated on technological innovations of following fields (from higher to lower concentration level): Information technology; Telecommunication; Biotechnology; Food processing; Technology on production and service; Automation; Technology in Education; Waste treatment technology...
V. Attitudes to Technology

Best description towards technology and technological progress in Vietnam:

<table>
<thead>
<tr>
<th></th>
<th>Applies fully</th>
<th>Applies partially</th>
<th>Does not Apply at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>63. Technical progress is creating more jobs in our country.</td>
<td>(4) 28</td>
<td>(3) 30</td>
<td>(2) 35</td>
</tr>
<tr>
<td>64. Technical progress is creating only very few new jobs</td>
<td>(4) 5</td>
<td>(3) 18</td>
<td>(2) 40</td>
</tr>
<tr>
<td>65. A modern society provides the people with more opportunities for developing their leisure activities.</td>
<td>(4) 56</td>
<td>(3) 30</td>
<td>(2) 11</td>
</tr>
<tr>
<td>66. A technological society unavoidably sacrifices its cultural and family ties.</td>
<td>(4) 10</td>
<td>(3) 36</td>
<td>(2) 38</td>
</tr>
<tr>
<td>67. Technology should be promoted in our country at all costs so that the people will be better off.</td>
<td>(4) 70</td>
<td>(3) 27</td>
<td>(2) 1</td>
</tr>
<tr>
<td>68. People who insist too much on our country’s cultural heritage hinder technical progress.</td>
<td>(4) 4</td>
<td>(3) 11</td>
<td>(2) 40</td>
</tr>
<tr>
<td>69. I would like a modern Vietnam for my children and grandchildren.</td>
<td>(4) 89</td>
<td>(3) 9</td>
<td>(2) 0</td>
</tr>
<tr>
<td>70. In future Vietnam should be among the world’s important industrial nations.</td>
<td>(4) 34</td>
<td>(3) 40</td>
<td>(2) 22</td>
</tr>
</tbody>
</table>
VI. Foreign Countries

71. would like to work in another country:
   a. Yes. There are 53 persons that would like to work in following countries (from higher to lower concentration level of answers):
      - US, because there is a modern S&T society.
      - Australia, because there are good working conditions with English speaking environment.
      - European countries (France, Swissland...) because there is a developed scientific community and good working conditions.
      - Japan, because Japanese are hard working people; hi-tech standard; and may be its culture is similar to Vietnam’s one.
      - Singapore, because there is a green environment and its S&T level is high.
   b. No. There are 25 persons that do not like to work in another countries.

72. Would like to emigrate to a particular country:
   a. Yes. There are 9 persons that would like to emigrate to another country.
   b. No. There are 88 persons that do not like to emigrate to another countries.
      3 persons have no ideas.

73. Countries most like to emigrate to: US; Australia; European countries (France, England, Swissland...); Japan; Singapore.

74. Last time to speak to a foreigner:
   1. Dayly: 29 persons
   2. Last week: 25 persons
   3. Two weeks ago: 8 persons
   4. Last month: 15 persons
   5. Six months ago: 12 persons
   6. Last year: 10 persons
   7. A long time ago: 1 person.
### People Groups in contact:

(Unit: person)

<table>
<thead>
<tr>
<th>People Groups in contact</th>
<th>Occasional</th>
<th>Regularly</th>
<th>Frequently</th>
<th>Rarely</th>
</tr>
</thead>
<tbody>
<tr>
<td>75. Business people</td>
<td>13</td>
<td>9</td>
<td>17</td>
<td>39</td>
</tr>
<tr>
<td>76. NGOs</td>
<td>27</td>
<td>8</td>
<td>10</td>
<td>37</td>
</tr>
<tr>
<td>77. UN organisations</td>
<td>19</td>
<td>8</td>
<td>5</td>
<td>44</td>
</tr>
<tr>
<td>78. Development aid organisations</td>
<td>24</td>
<td>17</td>
<td>5</td>
<td>33</td>
</tr>
<tr>
<td>79. Politicians</td>
<td>5</td>
<td>4</td>
<td>5</td>
<td>56</td>
</tr>
<tr>
<td>80. Scientists</td>
<td>30</td>
<td>18</td>
<td>28</td>
<td>11</td>
</tr>
<tr>
<td>81. Students</td>
<td>26</td>
<td>17</td>
<td>24</td>
<td>13</td>
</tr>
<tr>
<td>82. Cultural institutes</td>
<td>14</td>
<td>3</td>
<td>6</td>
<td>47</td>
</tr>
<tr>
<td>83. Artists</td>
<td>13</td>
<td>4</td>
<td>3</td>
<td>52</td>
</tr>
<tr>
<td>84. Sports people</td>
<td>9</td>
<td>3</td>
<td>1</td>
<td>56</td>
</tr>
<tr>
<td>85. Others</td>
<td>18</td>
<td>11</td>
<td>8</td>
<td>30</td>
</tr>
</tbody>
</table>

### 86. Foreign newspapers/magazines have been read:

The number of reading foreign newspapers/magazines is small, about 30%, and the main newspapers are as follows:

News week, Times, Asian week, PC world, Feer, The Economist, πp,bga, Le Figaro, Okapi, Elle, Observateur, Spootnik, and some others.

### 87. Would like daughter to marry a foreigner:

1. Yes: 2 persons;
2. No: 33 persons
3. Not relevant: 62 persons

- Yes, because want daughter to have better living conditions.
- No, because of reasons: not similar culture, language, living style, habits; and also not want to leave their daughter.

### 88. Would like son to marry a foreigner:

1. Yes: 1 person
2. No: 33 persons
3. Not relevant: 63 persons

The reasons are similar to the answer of Question 87.
89. **Five foreign items are to be found in apartment:**
   Almost interviewees have answers concentrated on following items:
   1. Motobycle
   2. TV set
   3. Fridge
   4. Gas cooker
   5. Air-conditionner.

90. **Five favourite foreign countries:**
   Majority of answers indicated:
   US; Swissland; Italy; France; England; Holland; Austria...

91. **Foreign countries have been visited:**
   About 60% interviewees has been abroad for studies, visit or for working.

92. **Study abroad:**
   About 50% interviewees has been studied abroad from 2 months to 3-4 years.

93. **Answers to Question 93 on characteristics of the countries:** See the results in questionnaires.
VII. Leisure Activities

The ways of enjoying free time suitable to interviewees:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Applies (1)</th>
<th>Does not applies (2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>94. Reading books</td>
<td>94</td>
<td>3</td>
</tr>
<tr>
<td>95. Reading magazines</td>
<td>94</td>
<td>4</td>
</tr>
<tr>
<td>96. Listening to music at home</td>
<td>78</td>
<td>12</td>
</tr>
<tr>
<td>97. Going to the cinema</td>
<td>27</td>
<td>58</td>
</tr>
<tr>
<td>98. Practical hobbies</td>
<td>82</td>
<td>11</td>
</tr>
<tr>
<td>99. Visiting people/receiving visits from people</td>
<td>82</td>
<td>14</td>
</tr>
<tr>
<td>100. Going for walk</td>
<td>34</td>
<td>54</td>
</tr>
<tr>
<td>101. Wandering around town</td>
<td>27</td>
<td>56</td>
</tr>
<tr>
<td>102. Going out/to pubs/for meals</td>
<td>47</td>
<td>43</td>
</tr>
<tr>
<td>103. Practising a sport</td>
<td>59</td>
<td>30</td>
</tr>
<tr>
<td>104. Going to sports evens</td>
<td>32</td>
<td>53</td>
</tr>
<tr>
<td>105. Volunteer work for organisations</td>
<td>13</td>
<td>68</td>
</tr>
<tr>
<td>106. Talking to friends</td>
<td>77</td>
<td>12</td>
</tr>
<tr>
<td>107. Surfing the Internet</td>
<td>80</td>
<td>13</td>
</tr>
<tr>
<td>108. Other leisure activities</td>
<td>57</td>
<td>20</td>
</tr>
</tbody>
</table>
VIII. Cultural Dimensions

From scale 1-5 (1 being the least & 5 being the most) number of interviewees that have following statement.

<table>
<thead>
<tr>
<th></th>
<th>(1)</th>
<th>(2)</th>
<th>(3)</th>
<th>(4)</th>
<th>(5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>109. How religious would you say you are?:</td>
<td>32</td>
<td>23</td>
<td>34</td>
<td>11</td>
<td>3</td>
</tr>
<tr>
<td>110. How important are old people to you?:</td>
<td>1</td>
<td>11</td>
<td>33</td>
<td>36</td>
<td>15</td>
</tr>
<tr>
<td>111. How do you bring up your children?:</td>
<td>My children should learn how to decide for themselves (1) (2) (3) (4) (5)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>5</td>
<td>34</td>
<td>21</td>
<td>19</td>
</tr>
<tr>
<td>112. Which motto would you agree with:</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
<td>(4)</td>
<td>(5)</td>
</tr>
<tr>
<td></td>
<td>1. I live to build and achieve something:</td>
<td>87 persons</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. I live to enjoy my life:</td>
<td>13 persons</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>113. Do you prefer to reach a decision alone, or to consult with others?:</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. Alone:</td>
<td>41 persons</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. With others:</td>
<td>59 persons</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The best answer interviewees describe attitude towards the following statement

<table>
<thead>
<tr>
<th>Very often (1)</th>
<th>Often (2)</th>
<th>Seldom (3)</th>
<th>Sometimes (4)</th>
<th>Not at all (5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>114. How often are stories, fables and tales told in your house?:</td>
<td>6</td>
<td>45</td>
<td>16</td>
<td>28</td>
</tr>
<tr>
<td>115. How often do you work in the evening or at weekends?:</td>
<td>7</td>
<td>22</td>
<td>22</td>
<td>40</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Carefully (1)</th>
<th>Completely normally (2)</th>
<th>Not at all (3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>116. How opely do you talk to your children about sexuality/body functions? (Unit: person)</td>
<td>33</td>
<td>14</td>
</tr>
</tbody>
</table>

117. How many days do you work to your profession?
Average number for the interviewees is: 300 days.

118. How many people live in your home?
87 persons has answered, and the average number is 3,9 people
IX. Open Ended Questions

1. What were your first associations with Internet?

1.1. Sent/Received email: 48 persons,
1.2. Search information for work: 52 persons.

2. First usage of Internet:

- Before 1997: 12 persons (have been using abroad, earliest time: 1992);
- From 1997: 35 persons;
- From 1998: 47 persons;
- From 1999: 6 persons;

3. Would you advocate greater usage of Internet among Vietnamese?

- Yes: 96 persons; Reasons: It is a very useful tool for information exchange, knowledge improvement, and for promotion of socio-economic development.
- No: 4 persons; but not say reasons.

4. Have your associations/experiences with Internet changed over the years?

- 18 persons have changes. It is getting more easier.
- 82 persons have no changes.

5. Will Internet destroy Vietnamese culture?

- 55 persons answered Yes. Reasons: In network there is information sexual, to arouse violence... that have harmful impact to children, to ethics of society.
- 37 persons answered No. Reasons: Internet has a lot of advantages. Culture has sustainable values that can be kept if people is educated. Culture should be protected by the open way to the Word’s culture.
- 8 persons have no ideas.

6. Do you agree that certain information should not be published?

- 71 persons do Agree. Information should not be published is: related to national secrets; to defence security; to technology knowhow; to privacy; and to terrorism-violence.
- 22 persons do not Agree. Reasons: people have the right to access information, and there exist firewalls to keep the secrets.
- 7 persons have no ideas/do not answer.

7. Negative experiences with Internet:

- 60 persons have negative issues related to the slow speed of connection, connection is failed, there exits socket error (virus)....
40 persons do not have any/big negative ones.

8. Personal views about the future of Internet in Vietnam:

- 94 persons have the views that Internet should be encouraged and it will be developed rapidly in coming years in Vietnam in the tendencies of globalisation, but if these following conditions should be realised: i/ The cost (price) of access to network should be decreased; ii/ There are more Internet Services Provider for improvement of competition environment; and iii/ Living standard of Vietnamese people and information infrastructure of the society should be improved.

- 3 persons have opinion that it should not develop Internet early in Vietnam.

- 3 persons have no ideas.

9. What does “Culture” mean:

- 82 persons have given the definition focused shortly on following: Culture is a set of material, spiritual and ethical values created by people during the historical process. It reflects the customs, behaviour and habits of all the people in a community/nation/country.

- 18 persons do not answer or answered they do not understand/know.

10. (a) Perceptions of Western culture:

- 78 persons have described their perceptions, and majority of them considered that: Western culture provides people with modern, creative and industrial style of life. It is related to science and technology development; it has practical, dynamic character and do not depend very much on national tradition. But in this culture individualism often is appreciated highly.

- 22 persons do not answer/do not know.

(b) Perceptions of Eastern culture:

- 78 persons give answers, and majority of them have perceptions as follows: Eastern culture brings a lot of traditional characters. It estimates highly values of community/nation benefits and the rules of society. It provides people with the capability to sacrifice one’s personal interests to common interests. But it is also related to the agricultural civilisation, it highly appreciates working life’s experiences, perhaps does not therefore provide people with the capability to adjust oneself to technological innovations.

- 22 persons do not answer/do not know.
PART D. INITIAL FINDINGS AND CONCLUSIONS

I. Demographics

The majority of interviewees are male (79%); young (60% has the age less than 30); have above average formal education (98% of them has baccalaureate degree or higher). They have average income; most of time speak Vietnamese and the second working language is English (69% of them used it in the work). They are living in a family with the average number of 3.9 people.

II. Internet Usage

Almost interviewees (93%) are using Internet preferring sent email and received email. First associations with Internet of all users were the searching information and sending/receiving email. Majority of users primarily use Web for gathering information for personal needs (62%), for communication with other (68%), and for education (51%). They almost don't (cannot) use it for business (8%), for shopping (1%).

The Web is a versatile tool, but for the Vietnamese case the majority of Internet users have not used yet very useful and interesting categories, such as: instead of watching TV (59%); to access online chat groups (62%); to access online job listings; to access online home/rental listings (67%); yo access online telephone listings (61%); to access online maps (67%).

The number of Navigation/Search that interviewees have used is very few, only Vietnamese http://www.vnn.vn (78%) and Yahoo (80%).

About all interviewees (87%) think that the single most critical issue facing the Internet in Vietnam is now taxation (cost, price) of services, and they also (60%) consider slow speed of connection to Net as negative experiences with Internet in the country at present.

III. User’s Opinion on Internet development

Almost every interviewee (96%) advocates greater usage of Internet among Vietnamese. They think that it is a very useful tool for information exchange, knowledge improvement; and for promoting of socio-economic development.

The overall majority of interviewees (94%) have positive personal views about the future of Internet in Vietnam. In the context of global competition and integration environment, of economy as well as culture, Internet should be promoted and it will be developed rapidly in coming years in Vietnam. The users also want following conditions should be realised: i/ The cost (price) of access to network should be decreased; ii/ There are more Internet Services Providers for improvement of competition environment; and iii/ Living standard of Vietnamese people and informatio infrastructure of the society should be improved.
IV. Technology usage and technological innovation

In the economic transition context in Vietnam, the interviewees have the following attitudes to technological innovations and progress.

A lot of interviewees (43%) think that “change is more important than continuity”, but at the same time these people (45%) also are not agreed that they have to leave what is old behind them as quickly as possible, what is old is retrograde.

It can be understood that Vietnamese highly estimates the values of national tradition. About 60% of total interviewee number gives fully applies statement on that they should never forget the wisdom their ancestors and grandparents have handed down to us. But they (79%) also have the opinion that it is needed more courage for technological innovation in Vietnam.

The majority of interviewees (56%) have fully applies statement on that technical progress brings social improvements for the people; and a poor technological standard only makes Vietnam dependent on the rich countries.

The interviewees (79%) have the perception of innovations that Vietnam needs more technological process because otherwise the country will remain a poor one and will not be able to catch up with other countries in the Southeast Asian region. They (63%) also think that there are more advantages than disadvantages to technological progress.

All interviewees would like innovation of Information Technology (as in the first priority rank) to see being made urgently in Vietnam.

Regarding to the attitudes to technology it can be understood that the interviewees appreciate highly advantages of technological progress. They (56%) think that a modern society provides the people with more opportunities for developing their leisure activities; 70% of total number of interviewees gives fully applies to statement that technology should be promoted in Vietnam at all costs so that the people will be better off. They (89%) would like a modern society for their children and grandchildren, but they (84%) also do not consider Vietnam’s cultural heritage hinder technological progress.

V. Cultural Dimensions

1. Reaction with foreign countries.

A lot of interviewees (53%) would like to work abroad, most likely in US, Australia and in European countries, but they (88%) don’t like to emigrate to another country because of the main reason on cultural differences. They don’t like (33%) or have not relevant (62%) to the willing of their son/daughter to marry a foreigner.

About 50% of interviewees has studies abroad, but the number of interviewees usually reading foreign newspapers/magazines is few (30%), maybe because of language difficulties and of information/documentation shortage in Vietnam.

2. Leisure Activities.

The overall majority of interviewees are enjoying their free time in almost passive ways, such as: Reading books and magazines (94%); Listening to music at home (78%); Doing practical hobbies (82%); visiting people/receiving visits from people (82%); and surfing the Internet (80%). It seems that they don’t like very much more active ways of leisure, like: Going to the cinema (27%), Going for walk (34%), Going to sport events (32%); Volunteer work for organisations (13%).
3. Attitudes to family and community.

The majority of interviewees (more than 60%) describe their attitudes with high rank towards the statement that “old people are important”. They are agreed (87%) with that to live to build up and achieve something. In everyday life a lot of interviewees (59%) prefer to reach decision with others.

It seems that Vietnamese would like to live in “traditional” and “conservative” family. The majority of interviewees (51%) often or very often have stories, fables and tales in their home; and only sometimes or not at all they work in their profession in the evening or at weekends (68%). Regarding to issue of talking to children about sexual/body functions the interviewees (56%) have their attitude towards the statement “Carefully” and “Not at all”.

4. Internet Impact on Culture

The majority of interviewees (55%) have their opinion that Internet will destroy Vietnamese Culture because in the Net there are a lot of information that is harmful to children, and to the traditional ethics of Vietnamese people. But there is also not small number (37%) of interviewees who thinks that Vietnamese culture couldn’t be destroyed by the Internet, because Culture has always sustainable values that can be kept if people is educated. Culture should be protected by the open way to the Word’s culture.

A lot of interviewees (71%) have agreed that certain information should not be published. This is information related to national secrets, to defense security; to privacy; and to terrorism-violence.

5. Perceptions of Western and Eastern Culture

It seems that interviewees (78%) have highly appreciated Western culture, they think that it provides people with modern, creative and industrial style of life. It is related to science and technology development. But Eastern culture is also certainly gone up in the estimation of interviewees (78%). It brings itself a lot of traditional characters, values of community/nation benefits and the rules of society. It provides people with the capability to sacrifice one’s personal interests to common interests.

In this context, we can use the following opinion as the last conclusion of the Report: “Cultural differences between the word’s regions and states will not disappear thanks to the global homogenisation of standards, methods, institutions and norms. On the contrary, such cultural differences constitute creative potential in the realm of global economic competition. A global economic civilisation draws up its dynamic strength above all the multiplicity of its culture. Culture, therefore, is not a disruptive element in an economy, but an essential precondition for its dynamism” (Becker J., The social usage of Internet in Asia- an INCO-DC-Project with the support of the European Union, May 1999).  

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