

# SOCIALIST REPUBLIC OF VIETNAM

Independence - Freedom - Happiness



Hanoi, January 03, 2024

## SUMMARY OF NEW CONCLUSIONS OF DOCTORAL THESIS

- 1. Thesis topic:** *"Developing e-banking services at LienVietPost Joint Stock Commercial Bank"*
- 2. Major:** Finance - Banking **Code:** 9.34.02.01
- 3. Full name of PhD candidate:** Nguyen The Hung
- 4. Full names of scientific advisors:**

Assoc. Prof. Dr. Ha Minh Son - Dr. Ngo Duc Tien

### **5. New conclusions of the thesis**

*- Theoretically:*

The thesis has systematized and contributed to perfecting the theoretical basis for developing e-banking services at commercial banks, proposing concepts and interpretations of bank credit, e-banking services, e-banking service development, and proposing a system of criteria for evaluating e-banking service development, analyzing objective and subjective factors affecting the development of e-banking services at commercial banks.

The thesis has analyzed the experience in developing e-banking services at some foreign banks and some banks in Vietnam to draw lessons for LienVietPost Joint Stock Commercial Bank.

*- Practically:*

The thesis assesses the status of e-banking service development at LienVietPost Joint Stock Commercial Bank in the 2016-2022 period based on the evaluation criteria. Using quantitative research methods, based on the model of factors affecting e-banking service development, to analyze and

determine the factors affecting e-banking service development at the bank during 2016-2022, thereby the thesis makes assessments of the impacts of key factors on e-banking service development.

In addition, the thesis also points out the achieved results, existing limitations and their causes in e-banking service development at LienVietPost Joint Stock Commercial Bank, the basis for the thesis to propose groups of solutions based on science and feasibility to develop e-banking services at the bank until 2030.

### **Scientific advisors**

**Advisor 1**

**Advisor 2**

**PhD candidate**

**Assoc. Prof. Dr. Ha Minh Son**

**Dr. Ngo Duc Tien**

**Nguyen The Hung**