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Research on Factors Affecting Digital Transformation in Accounting Field in Vietnam: Opportunities and Challenges

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Keywords: Digital transformation, stages of digital transformation, digital transformation of accounting industry, automation of accounting operations, Cronbach's alpha, factors affecting digital transformation of accounting industry.

Abstract: In the context of the explosion of the 4.0 industrial revolution, digital transformation has become an inevitable trend of economic sectors, in which the accounting sector plays an important role in updating information and ensuring the transparency of financial reports. The explosion of technologies such as Blockchain, cloud computing, IoT, Big Data and artificial intelligence has been creating opportunities as well as challenges for the modern accounting sector. Vietnam, with the strategy of "National digital transformation to 2025 - orientation to 2030", has set the goal of developing digital infrastructure, narrowing the digital gap and modernizing the operations of agencies and businesses, including the accounting sector. In that context, this article analyzes the factors affecting the digital transformation process in the accounting sector in Vietnam, from internal factors such as: technological capacity, management awareness, human resources or external factors such as State policies, organizational size and digital infrastructure. In addition, the article will also point out the opportunities that digital transformation brings to the accounting sector as well as the challenges that need to be overcome, thereby building practical recommendations for agencies, businesses and managers. The data in the article and the survey data cited from previous studies as well as the empirical questionnaire serve as the theoretical and empirical basis for this article.

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1 INTRODUCTION

1.1. Concept of Digital Transformation

Digital transformation is not simply the digitization of data but also the process of restructuring the entire operations, thinking and business models of organizations and enterprises to effectively utilize new digital technologies. According to the Ministry of Information and Communications of Vietnam, digital transformation is "the process of overall and comprehensive change of individuals and organizations in the way of life, working and production methods based on digital technologies". Definitions by international organizations such as Gartner, Microsoft or FPT also highlight the basic characteristics of digital transformation:

- Gartner: Digital transformation is considered as the process of using digital technology to change business models, creating new values .
- FPT: Defines digital transformation as the process of changing from traditional models to digital models through the application of advanced technology to improve operational efficiency.
- Microsoft: Digital Transformation is about reimagining how organizations bring together people, data, and processes to create value for their customers and maintain a competitive advantage.

For the accounting industry, digital transformation means applying technologies such as: online accounting software, automatic financial reporting systems, cloud data storage and integrating data analysis solutions to optimize accounting processes and improve the accuracy of financial information.

1.2 Stages in the Digital Transformation Process

The on-going transition of economies and societies towards different institutional paradigms deeply managed by digital technologies is at the epic centre of existing debates, involving researchers and ranging from science, technology to humanities. The digital transformation process can be divided into three basic stages:

- Digitization: Converting information from paper to digital form. This is the first step to create a digital database, which is the foundation for the next steps.
- Digitalization: Using technology to convert traditional work processes into digital automation processes. This stage focuses on optimizing efficiency, minimizing errors and saving costs.
- Digital Transformation: A spectacular step, not only improving processes but also a total restructuring of thinking, business models and organizational culture. In this stage, digital technology is deeply integrated into all activities of the organization.

Figure 1: Stages of digital transformation.

1.3 Application of Digital Technology in Accounting

With the explosion of the 4.0 industrial revolution, the accounting industry has made steps to transform from the traditional accounting system based on manual bookkeeping to an accounting system based on software, cloud computing and automation solutions. Some highlights include:

- Data digitization: Helps store and retrieve information quickly, securely and saves storage space.
- Accounting automation: Apply specialized software to automate routine tasks such as checking, balancing and preparing financial reports.
- Artificial intelligence application: Supports data analysis, trend forecasting and decision making based on big data analysis algorithms.
- System integration: Connecting data between departments, from the accounting department to other fields to build a unified digital ecosystem.

The above applications not only improve operational efficiency but also create a solid foundation for digital transformation to become a driving force for innovation and competition in the market.

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2 FACTORS AFFECTING THE DIGITAL TRANSFORMATION PROCESS IN THE ACCOUNTING FIELD

The digital transformation process in accounting is affected by many multidimensional factors, which can be divided into two large groups: internal factors (internal) of the organization and external factors (external environment). Through domestic and foreign studies as well as from collected survey data, the main factors can be identified including:

2.1 External Factors

State policies. State policies, regulations and support programs play a key role in guiding and promoting the digital transformation process. Policies such as Decision No. 749/QD-TTg on national digital transformation by 2025, with a vision to 2030, have created a clear legal framework, thereby guiding businesses and agencies in investing and applying digital technology.

Government intervention not only helps create a favorable legal environment but also provides financial support, human resource training, digital infrastructure construction, etc. These are necessary conditions to help minimize risks and promote the digital transformation process in businesses, including the accounting industry.

Size, structure and field of operation of the unit. The size and organizational structure of the unit have a direct impact on the digital transformation process. Small businesses with simple organizational structures are more likely to adapt and implement digital transformation than large corporations and enterprises with complex structures. In addition, the unit's field of operation is also an important factor: units that focus on a specialized business field can often focus resources more effectively on digital transformation.

Digital technology infrastructure. A modern digital technology infrastructure, with high connection speed, good security and strong integration between systems is a prerequisite for successful digital transformation. Investments in infrastructure such as high-speed Internet systems, cloud storage servers and wireless networks not only help optimize data storage and processing but also ensure the security of business and financial information.

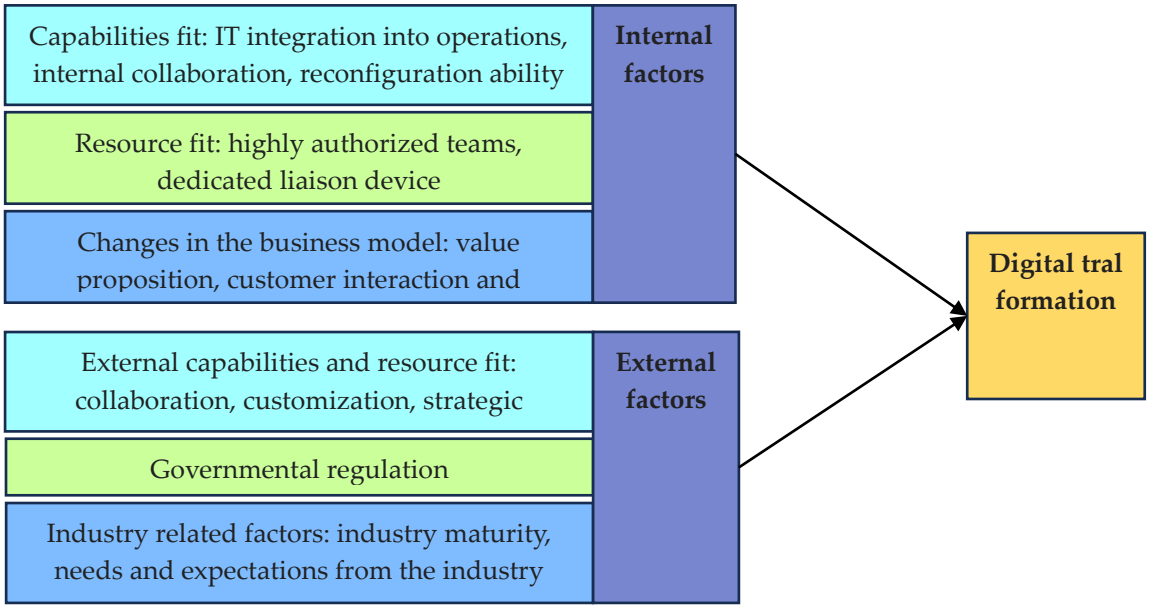

Figure 1: Two groups of factors affecting digital transformation in small and medium enterprises.

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2.2 Internal Factors of The Organization

The level of modernity of the information system. Information systems in enterprises are the soul of the digital transformation process. Investing in specialized software, connecting systems and integrating new technologies not only helps increase labor productivity but also ensures the accuracy and transparency of accounting information. According to research in the file, the level of modernity of the information system is assessed through the ability to connect, integrate and operate new technologies such as AI, Big Data or IoT.

Perception and vision of the board of directors. The board of directors plays a decisive role in determining strategies and allocating resources for the digital transformation process. Correct awareness of the benefits as well as the challenges of digital transformation will determine the priority and investment of enterprises in digital technology. Studies show that when leaders are aware of the risks of not transforming, they will proactively change their management methods, promote training and develop human resources to keep up with the digital transformation trend.

Human resources and professional qualifications of employees. People are the valuable assets of a business. For the accounting industry, the accounting team not only needs to master professional knowledge but also needs to know how to apply digital tools to improve work efficiency. Training and fostering IT knowledge for accounting staff is a key factor, helping them quickly adapt to new technologies and deploy automated processes in their work.

Organizational culture. Corporate culture deeply affects the adaptability and innovation of the entire organization. An open culture that encourages creativity and continuous learning will be a factor that promotes rapid and effective digital transformation. In many studies, organizational culture is considered an “if” factor – if the culture is built properly, digital transformation will progress smoothly; on the contrary, a conservative culture that does not accept change will be a significant barrier.

Investment budget and financial capacity. Digital transformation requires investment not only in technology but also in people and infrastructure. Reasonable budget allocation, willingness to invest in software, technology equipment and human resource training are necessary to ensure the digital transformation process goes smoothly. Limited financial resources are often one of the reasons leading to delays in applying digital solutions in businesses.

3 ANALYSIS OF CURRENT SITUATION AND SURVEY RESULTS

3.1 Overview of Survey Results

To assess the level of readiness and factors affecting the digital transformation process in the accounting field, the author conducted a survey of 150 individuals working in the accounting industry in Vietnam. The questionnaire was built based on criteria with a 5-level Likert scale: "Strongly agree", "Agree", "Neutral", "Disagree", "Strongly disagree". The collected demographic information shows that:

- Age: The majority of the survey sample is under 35 years old (about 76% of the total), showing that the young and dynamic accounting force is dominant.
- Gender: Of which, the proportion of women accounts for about 93.3%, consistent with the characteristics of the accounting profession.
- Job position: Most are accountants, general accountants and other related positions.
- Business type: The survey sample includes diverse business forms such as joint stock companies, limited liability companies, private enterprises and administrative and career organizations.

Factors affecting the digital transformation process at universities in Thailand. The survey results also collected the opinions of the subjects on the impact of each factor on the digital transformation process, thereby building a research model with the function:

$$Y = f(X_1, X_2, X_3, X_4, X_5, X_6, X_7) \quad (1)$$

in there:

- Y: Digital transformation process in the accounting field, demonstrated through the level of readiness to apply, implementation efficiency and benefits.
- X_1: State policy.
- X_2: Scale, structure and field of operation of the enterprise.
- X_3: Level of modernity of the information system.

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- X_4: Leadership awareness management.
- X_5: Investment budget for digital transformation.
- X_6: Qualification and awareness of accountants.
- X_7: Organizational culture.

3.2 Analyzing Factors According to Each Observed Variable

In quantitative research, Cronbach's alpha should not be used unconditionally. Measuring large factors will be very difficult and complicated, it is impossible to use only simple scales (using only 1 observation question to measure) but must use more detailed scales (using many observation questions to measure factors) to clearly understand the nature of the large factors. Therefore, the survey results of the research questionnaires from X_1 to X_7 are variables of the corresponding factors.

Influence of State Policy (X_1). The survey results show that the majority of participants (about 90% of opinions "Strongly agree" and "Agree") assess that State policies are the key factor positively affecting digital transformation in the accounting field. The policies are demonstrated through the development of a digital transformation roadmap, regulations on data standardization, and updating of electronic financial reporting procedures. This shows the confidence of accountants in the State's guiding and facilitating role in promoting the digitalization of accounting operations.

Table 1a: Case processing summary, listwise deletion based on all variables in the procedure.

		N	%
Cases	Valid	150	100.0
	Excluded[a]	0	.0
	Total	150	100.0

Table 1b: Reliability statistics.

Cronbach's Alpha	N of Items
.852	2

Table 1c: Item-total statistics.

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation
State policy 1	1.90	.480	.743
State policy 2	1.91	.509	.743

The Cronbach's alpha coefficient of 0.852 shows that the State Policy 1 and State Policy 2 scales measure very well, which indicates that using the State Policy 1 and State Policy 2 scales has a high convergence when explaining the issue of State Policy in the issue of digital transformation, especially the information part Cronbach's alpha if item deleted reaches 0 (the lowest level).

Influence of the size, structure and field of operation of the enterprise (X_2). Survey participants believe that small-scale enterprises with simple structures and focusing on a specific field of operation will be able to implement digital transformation more easily and effectively. On the contrary, large-scale enterprises with complex structures often encounter many difficulties due to overlap in management activities and limitations in synchronous investment in digital technology.

Table 2a: Case processing summary, listwise deletion based on all variables in the procedure.

		N	%
Cases	Valid	150	100.0
	Excluded[a]	0	.0
	Total	150	100.0

Table 2b: Reliability statistics.

Cronbach's Alpha	N of Items
.856	2

Table 2c: Item-total statistics.

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Scale, structure, field 1	1.97	.623	.749	.
Scale, structure, field 2	1.99	.631	.749	.

Similar to testing the reliability of the observed variables for the State Policy factor, when testing the scale for the Scale, structure, and field factor, the Cronbach's Alpha coefficient gave a very high value of 0.856, confirming that the observed variables Scale, structure, and field 1, Scale, structure, and

field 2 have a high level of convergence when focusing on explaining the issue of scale, structure, and field affecting the digital transformation process in the accounting field, especially the information part Cronbach's alpha if item deleted reaches 0 (the lowest level)

Influence of the level of modernity of the information system (X_3). Modern information systems are considered the foundation for implementing effective digital transformation solutions. Questions related to technological equipment, connectivity, and software integration between departments showed very positive opinions from survey participants. However, some opinions say that arranging specialized IT staff in the accounting department of small businesses is still a challenge due to limited resources, thereby reducing the effectiveness of the information system if there is no synchronous investment.

Table 3a: Case processing summary, listwise deletion based on all variables in the procedure.

		N	%
Cases	Valid	150	100.0
	Excluded[a]	0	.0
	Total	150	100.0

Table 3b: Reliability statistics.

Cronbach's Alpha	N of Items
.870	4

Table 3c: Item-total statistics.

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Level of modernity of the information system 1	5.42	4.084	.630	.869
Level of modernity of the information system 2	5.23	3.496	.746	.826
Level of modernity of the information system 3	5.33	3.472	.775	.813
Level of modernity of the information system 4	5.47	3.969	.761	.824

The factor Level of information system modernity is described by 4 observed variables: Level of modernity of the information system 1, Level of modernity of the information system 2, Level of modernity of the information system 3, Level of modernity of the information system 4, Cronbach's alpha coefficient has a value of 0.870; with this value, it confirms the reliability of the observed variables for the factor Level of modernity of the information system.

Influence of Awareness and vision of the leadership (X_4). The leadership's awareness of digital transformation is considered an important factor that has a direct impact on the entire transformation process. The determination and commitment of the leadership in applying digital technology not only motivates employees but also helps to orient the digital technology development strategy. The survey results show that the majority of participants agree that the leadership needs to raise awareness and incorporate digital transformation into the development strategy of the enterprise.

Table 4a: Reliability statistics.

Cronbach's Alpha	N of Items
.904	4

Table 4b: Item-total statistics.

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Leadership awareness management 1	5.13	3.445	.836	.857
Leadership awareness management 2	5.10	3.473	.814	.865
Leadership awareness management 3	5.06	3.466	.835	.858
Leadership awareness management 4	4.93	3.531	.667	.921

To explain the description of how the content of leadership awareness is specifically expressed in the digital transformation process, 4 observation variables Leadership awareness management 1, Leadership awareness management 2, Leadership awareness management 3, Leadership awareness management were selected. When testing the reliability of the scale, the Cronbach's alpha coefficient reached 0.904 (corresponding to the level of evaluating the scale as very good), however, there is an observation variable Leadership awareness management 4 with a cronbach's alpha coefficient of 0.921, the author still considers leaving this observation variable because the value of the cronbach's alpha coefficient is at a high value and the difference is not too large if this observation variable is removed.

Influence of Investment Budget (X_5). Some survey participants said that although digital transformation is an inevitable trend, without synchronous budget investment in equipment procurement, human resource training and IT system investment, this process will hardly achieve high efficiency. Especially in the accounting industry, ensuring information security and data security requires a large investment, therefore, investment budget is considered an important factor supporting digital transformation.

Table 5a: Reliability statistics.

Cronbach's Alpha	N of Items
.902	3

Table 5b: Item-total statistics.

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Budget 1	3.73	1.851	.832	.835
Budget 2	3.81	1.983	.813	.854
Budget 3	3.61	1.863	.773	.888

The budget factor assesses the ability and priority of the budget in organizations for the digital transformation process in the accounting field, this factor is described by 3 observed variables Budget 1, Budget 2 and Budget 3. When testing the reliability of the scale, the cronbach's alpha coefficient reached 0.902, which is a very good level of scale evaluation.

Influence of the Qualification and capacity of accountants (X_6). The development of digital technology requires accountants to not only have solid professional knowledge but also grasp iT skills, know how to apply software and digital tools to their work. The survey results show that the majority of respondents want to be trained and further develop their technology skills as well as raise awareness of the benefits of digital transformation in accounting activities.

Table 6a: Reliability statistics.

Cronbach's Alpha	N of Items
.953	3

Table 6b: Item-total statistics.

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Accountant 1	3.31	1.613	.894	.938
Accountant 2	3.29	1.591	.922	.916
Accountant 3	3.29	1.682	.890	.940

In the section describing what requirements accountants need for the digital transformation process, the observed variables Accountant 1, Accountant 2, Accountant 3 are used. When testing the reliability of the scale, the Cronbach's alpha coefficient reached a high value of 0.9531, which shows that the observed variables have a level of convergence to explain the content.

Influence of Organizational Culture (X_7). Organizational culture is a "soft" factor but has a strong impact on the adaptability of businesses. An open culture that encourages learning and creativity will help the digital transformation process go smoothly. Meanwhile, a conservative, inflexible culture will be a significant barrier to change. Survey results show that businesses with a developed organizational culture, training programs and knowledge sharing often achieve higher digital transformation results.

Table 7a: Case processing summary, listwise deletion based on all variables in the procedure.

		N	%
Cases	Valid	149	99.3
	Excluded[a]	1	.7

Total	150	100.0

Table 7b: *Reliability statistics*

Cronbach's Alpha	N of Items
.926	3

Table 7c: Item-total statistics.

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Organizational culture 1	3.52	1.589	.827	.911
Organizational culture 2	3.53	1.535	.869	.877
Organizational culture 3	3.51	1.549	.852	.891

The organizational culture factor is considered to be described by 3 observed variables Organizational culture 1, Organizational culture 2, Organizational culture 3. When testing the reliability of the scale, the Cronbach's alpha coefficient reached a value of 0.926, which indicates that these observed variables explain the organizational culture factor very well.

3.3 Summary of Research Model

Based on the results of the survey and qualitative and quantitative analysis, the research model on the impact of factors on the digital transformation process in the accounting sector in Vietnam is determined through the function (1). In which:

- Y: The digital transformation process in the accounting field, expressed through the level of readiness to apply, implementation efficiency and benefits.
- X_1 to X_7: Independent variables as presented above.
- From this model, the article builds hypotheses about the relationship as follows:
- H1: State policies have a positive impact on the digital transformation process.
- H2: The scale, structure and field of operation of the unit have a negative impact on the digital transformation process.
- H3: The level of modernity of the information system has a positive impact.
- H4: The awareness of the board of directors has a positive impact.
- H5: The investment budget has a positive impact.
- H6: The level of awareness of accountants has a positive impact.
- H7: Organizational culture has a positive impact.

Thereby, the article points out that to successfully transform digitally, businesses need to synchronize "internal" and "external" factors; at the same time, the State needs to continue to issue policies to support and facilitate the implementation of digital transformation.

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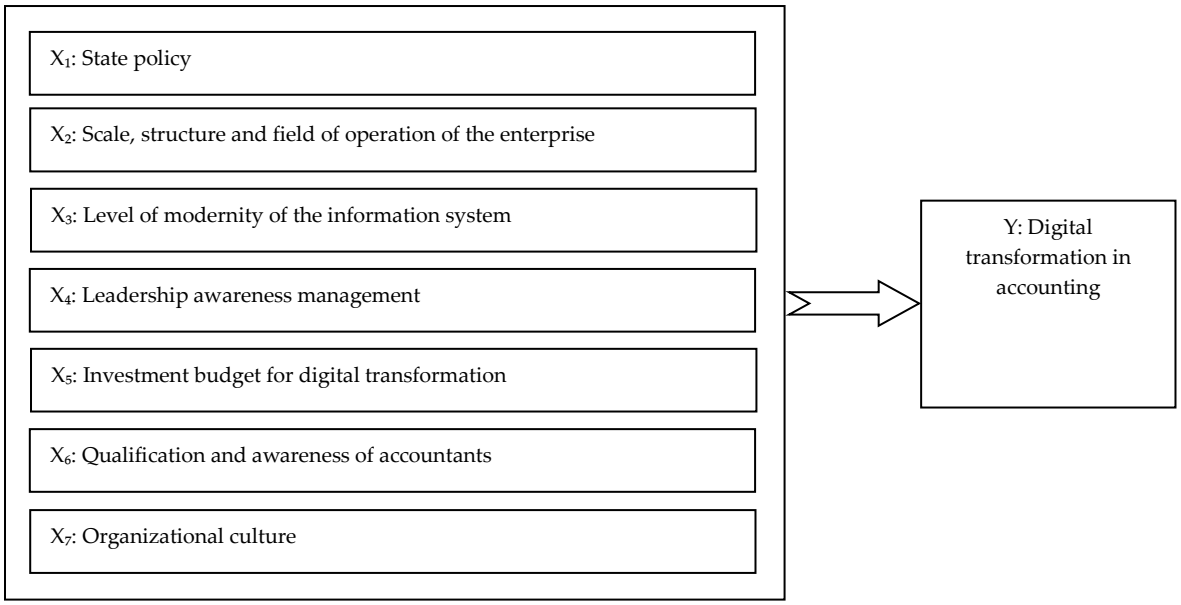

Figure 2: Proposed research model.

4 OPPORTUNITIES AND CHALLENGES IN THE DIGITAL TRANSFORMATION PROCESS

4.1 Opportunities

Digital transformation opens up many opportunities for the accounting industry, including:

- Increase work efficiency: Thanks to the application of automation software, work processes are optimized, errors are minimized and time is saved.
- Improve the quality of financial information: Data is processed quickly and accurately, helping the management team make timely and effective decisions.
- Increase competitiveness: Businesses that successfully transform digitally will have a competitive advantage in the market, attract new customers and expand their operations.
- Access to international markets: Applying international accounting standards and integrating information systems helps businesses easily cooperate with international partners.
- Flexibility and adaptability: Digital platforms allow businesses to operate anytime, anywhere, especially in the context of epidemics or emergency situations, ensuring uninterrupted operations.

4.2 Challenges

However, the digital transformation process also faces many challenges:

- Lack of quality human resources: Especially in the field of accounting, when technology changes so quickly, not all employees are able to grasp and apply it promptly.
- Limitations in technology infrastructure: Businesses, especially small businesses, often have difficulty investing in modern IT infrastructure.
- Lack of synchronization in policies and legal regulations: Although the Government has many supporting policies, the application of regulations on electronic documents and data security still faces many difficulties in practice.
- Conservative organizational culture: Not all businesses have an open culture, ready to accept change; this affects the speed and efficiency of digital transformation.
- Risk of job loss due to automation: Automation technology can reduce the need for human resources for repetitive tasks, requiring workers to continuously improve their skills to adapt.

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5 SOLUTIONS AND RECOMMENDATIONS

Based on the above analysis, the article proposes solutions to help the accounting industry overcome challenges and take advantage of opportunities of digital transformation:

5.1 For the Government and Regulatory Agencies

- Issue preferential policies: Continue to improve the legal framework and issue preferential policies on **tax** and investment for businesses investing in digital transformation.
- Build comprehensive technology infrastructure: Invest in developing digital infrastructure nationwide, ensure high-speed Internet connection, improve security and data integration.
- Organize training programs: Support businesses, especially small and medium enterprises, in digital skills training, raise awareness of the importance of digital transformation.

5.2 For Businesses and Organizations

- Raising awareness of the board of directors: The board of directors needs to update the digital transformation trend and incorporate the application of iT into the business development strategy.
- Synchronous investment in information systems: Enterprises need to invest in equipment, build modern IT systems, and arrange specialists to ensure the ability to operate and integrate with new technologies.
- Training and developing human resources: Strengthen internal training programs and cooperate with specialized training centers to update digital skills for employees, especially accountants.
- Building an organizational culture that promotes innovation: Create an environment that encourages creativity, learning and adopting new technologies, thereby helping businesses adapt quickly to the changes of the times.
- Restructuring accounting operations: Review and improve the workflow of the accounting department, switch from manual to automated, build instant and effective reporting systems.

5.3 Proposed Future Research and Application Directions

- Research to expand the scope of the survey sample: Continue to implement quantitative and qualitative research with a more diverse survey sample to have a comprehensive view of the influencing factors.
- Develop criteria to evaluate the digital transformation process: Establish specific and clear scales to evaluate the effectiveness of digital transformation through each stage, from data digitization to comprehensive digital transformation.
- Develop specialized support tools: Research and apply new tools on artificial intelligence and big data analysis to support the digital transformation process in accounting operations.

6 ACTUAL IMPACT AND IMPLEMENTATION PLAN

6.1 Current status of Digital Transformation Implementation in Accounting Enterprises

Enterprises in Vietnam, especially small and medium enterprises in the accounting industry, are making positive changes in applying cloud-based accounting software, automating business processes and applying data analysis solutions. However, there are still limitations due to:

- Lack of synchronous investment in IT infrastructure.
- Human resources have not been properly trained in digital skills.
- Corporate culture does not really encourage innovation and technology application.

6.2 Proposed Plan for Digital Transformation Implementation in The Accounting Industry

To overcome the above limitations, the author proposes some implementation steps as follows:

1. Current status assessment: Conduct a comprehensive assessment of digital infrastructure, business processes and the ability of the staff to absorb.

2. Develop a digital transformation roadmap: Develop short-term, medium-term and long-term plans with specific goals for each stage of digital transformation (data digitization, process transformation, and comprehensive transformation).

3. Investment and cooperation: Increase investment in technology, while expanding cooperation with domestic and international technology partners to share experiences and transfer technology.

4. Training and human resource development: Organize training programs, foster digital skills for all staff, especially professional accounting staff.

5. Build a culture of innovation: Encourage creativity through internal programs, share successful experiences and create an environment that encourages the application of new technologies.

6. Periodic monitoring and evaluation: Establish a system to monitor and evaluate digital transformation results through quantitative and qualitative indicators to promptly adjust strategies.

7 CONCLUSION AND RECOMMENDATIONS

7.1 Conclusion

Through theoretical and empirical analysis, digital transformation in the Vietnamese accounting industry is affirmed to be an inevitable trend, opening up many breakthrough opportunities for the development of the industry. At the same time, the digitalization process also poses many challenges from human resources, technical infrastructure and organizational culture. Synchronization from the Government, enterprises to individuals is identified as a key factor for success, when State policies play an important guiding role.

The awareness and strategic orientation of the leadership is the driving force for positive change, in addition, financial investment and human resource development play a core role in converting challenges into opportunities. Building an effective digital strategy requires a close combination of technology investment, training and innovation in thinking, along with adapting organizational culture to the digital economic environment.

The research model shows that only the synchronous coordination of the above factors can create momentum for sustainable development, when transformation technology not only changes business processes but also renews management methods. Finally, digital transformation solutions need to be researched and implemented comprehensively and proactively, helping the Vietnamese accounting industry improve its management capacity and create competitive advantages in the market. In summary, through the entire research, it can be concluded that:

- Digital transformation is a comprehensive process that includes technology, human resources, management strategy and organizational culture.
- External (state policy, business scale, digital infrastructure) and internal (IT system, management awareness, employee capacity, organizational culture) influencing factors need to be synchronized to create a combined strength to promote digital transformation.
- Digital transformation opportunities include improving management efficiency, improving information quality, increasing competitiveness and expanding the market.
- The main challenges come from limitations in human resources, infrastructure investment and conservative culture in enterprises.

7.2 General recommendations

- The government needs to continue to improve the legal framework and policies to support businesses in digital transformation.
- Businesses need to increase investment in technology, while building an open and creative organizational culture.
- There needs to be cooperation between universities, research institutes and businesses to provide quality human resources, update knowledge and the latest technology.

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