

THE PCI BUSINESS COMPETITIVENESS SURVEY

THE PROVINCIAL
COMPETITIVENESS INDEX

2010

An online version of the questionnaire is available at www.pci.com.vn. Feel free to use to expedite your receipt of PCI books and data



VIETNAM CHAMBER OF COMMERCE AND INDUSTRY

International Trade Center

9 Dao Duy Anh St., Hanoi

Tel: 04. 3577 0632 | **Fax:** 04. 3577 0632

Email: pci@vcci.com.vn

Website: www.pcvietnam.org



VIETNAM COMPETITIVENESS INITIATIVE

15th Floor, Prime Center

53 Quang Trung St., Hanoi

Tel: 04. 3943 8163 | **Fax:** 04. 3943 8160

Email: pci@vnici.org

Website: www.pcvietnam.org

SURVEY QUESTIONNAIRE

Provincial Competitiveness Index (PCI) 2010

Foreign Investor Module

_____ City/Province) _____ (Date)

Thank you very much for agreeing to be part of the Provincial Competitiveness Index (PCI) survey of foreign investors this year. The information you provide will be invaluable in helping us understand the obstacles and bottle-necks faced by investors trying to do business in Vietnam. Data collected from this report is analyzed and presented to the highest levels of government officials in Vietnam. Please rest assured that all information in this survey will remain strictly confidential. While we record basic business information for data verification purposes, this information is expunged from the dataset before any analysis begins. Please note that the survey need only be filled out in English OR Vietnamese, not both.

BACKGROUND INFORMATION

1. Name of Firm _____
2. Company's country of origin _____
3. Manager's country of origin _____
4. Address _____
5. Telephone Number _____
6. Fax Number _____
7. E-mail address _____
8. Name of Respondent _____
9. Position of Respondent in Company _____

A. OVERVIEW OF FIRM

In this section of the survey, we simply want to ask you a few basic questions about the age, size, and scope of your company's business operations.

[Please note that throughout the survey we will use the terms "your firm" or "your business" to describe the enterprise, company, or Vietnamese branch of the multi-national business where you are employed as a director or manager.]

1. In what year did your firm first apply to receive a license to invest in Vietnam? _____ year
 - 1.1. In what year did your company receive its investment license? _____ year
2. Who officially issued the investment license for your project in this province?
 - Prime Minister
 - The Ministry of Planning and Investment (MPI) in Hanoi
 - The Provincial Department of Planning and Investment (DPI) in this province
 - The Industrial Zone Management Board, where operations are located.

- 3.** Have you adjusted your investment license since your initial investment?
- Yes (Please answer question A3.1)
 - No (Please skip to question A4)
- 3.1. If YES, what year _____?
- 3.2. If YES, by how much have you increased your licensed investment size? \$ _____
- Investment size did not change
- 3.3. Have you registered to invest in a new project that involves a separate goods or service since your initial investment?
- Yes
 - No
- 3.4. Was your decision to change your license influenced by Vietnam's entry into the WTO?
- Yes
 - No
- 4.** According to your most recent investment license, what is the licensed amount of capital you are allowed to invest in Vietnam?
_____ USD.
- 5.** What was your firm's total investment in operations in:
- 5.1. 2008? _____ USD
 - 5.2. 2009? _____ USD
 - 5.3. To Date in 2010? _____ USD
- 6.** In which field does your firm mainly focus?
- Industry/Manufacturing
 - Construction/ Investment in Infrastructure Construction
 - Service/Commerce
 - Agriculture/Forestry/Aquaculture
 - Mining
 - Finance/Banking/Insurance
- 7.** Please list the firm's 3 main product lines or services?
- 7.1. _____
 - 7.2. _____
 - 7.3. _____
- 8.** Which of the following categories best describe your company's current legal form?
- 100% Foreign Directed Enterprise
 - Joint-Venture with a Vietnamese Private Enterprise
 - Joint-Venture with a Vietnamese State-Owned Enterprise
 - Registered as a domestic company under the 2005 Unified Enterprise Law.
 - Registered as a domestic company, but capital from overseas Vietnamese investor(s).
 - Other, please specify _____
- 9.** Are your operations in Vietnam a subsidiary of a multi-national corporation with its headquarters outside Vietnam?
- Yes (Please answer question A9.1)
 - No (Please skip to question A10)
- 9.1. If yes, what is the official home of the multi-national company? _____
- 10.** What was the employment size of your firm...
- 10.1. At the time of establishment? _____ Employees
 - 10.2. End of 2008? _____ Employees
 - 10.3. End of 2009? _____ Employees
 - 10.4. Today _____ Employees
- 11.** We would like to know a little bit about your company's performance. This will help us understand how changes in the business environment affect the success of foreign enterprises in your industry. Please let us know how your firm's profit margin (net profit after taxes/revenue) has changed over time? Your best estimate will suffice. Losses can be recorded as negative numbers.
- 11.1. First year after establishment _____ %
 - 11.2. End of 2008? _____ %
 - 11.3. End of 2009? _____ %
 - 11.4. First three quarters of 2010 _____ %

12. Which factor do you feel is MOST responsible for changes in the profitability of your business in the last twelve months?

(Please check only one)

- Government policies
- Business owners and managers
- Workers in the business
- Market conditions
- Other _____

13. Which statement best characterizes your firm's investment plans over the next 2 years?

- Plan to considerably increase the size of operations
- Plan to increase the size of operations
- Will continue operating at present size
- Plan to reduce the size of operations
- Plan to considerably reduce the size of operations
- Plan to close this business

14. Please estimate the total value of your sales of goods and services in 2009? _____ USD

15. What percentage of your establishment's sales in 2009 were...

(If your firm serves only one kind of customers, please fill-in 100%, but if serving different markets/customers, please estimate the percentage of each)

- a. Sold domestically to a state owned enterprise (SOE) _____ %
- b. Sold to state agencies (at central and local level) _____ %
- c. Sold domestically to private individuals or firms _____ %
- d. Sold to foreign individuals or firms located in Vietnam _____ %
- e. Exported directly _____ %
- f. Exported indirectly (through a sales agent) _____ %

16. Please estimate the total value of your expenditures (including those purchases in domestic market and imported) for intermediate goods and services in 2009? _____ USD

17. What percentage of your company's intermediate goods and services from 2009 were:

(If your firm purchases from only one supplier, please fill-in 100%)

- a. Stated Owned Enterprises _____ %
- b. Domestic private companies _____ %
- c. Household business or individuals _____ %
- d. Produced in-house by your local operations _____ %
- e. Imported from branches of your corporations in other countries _____ %
- f. Imported from abroad outside of your corporation _____ %

B. THE INVESTMENT DECISION

In this section of the survey, we are interested in what factors motivated your decision to invest in Vietnam and the specific location within Vietnam.

1. When considering your company's investment in Vietnam, what other countries did you consider?

Country 1 _____

Country 2 _____

Country 3 _____

No other country was considered.

2. Did your company eventually select Vietnam over the other countries, or did you choose to invest in Vietnam as part of a multi-country strategy?

Selected Vietnam over competitors

Multi-country strategy (Please list the other countries from the Asian region)

3. We would now like you to reflect on the original decision of your firm to invest in Vietnam. Below is a list of factors that companies like yours often consider when choosing a country to invest in. Please read through these factors and:
- 3.1. Check ✓ if the factor had a POSITIVE, NEGATIVE, or NO influence on your decision to invest in Vietnam.
- 3.2. List the number (1-25) of the three most important factors that ultimately influenced your decision

3.1. Investment Factor	Positive Influence	Negative Influence	No Influence
1. Ability to play a role in development of policy			
2. Access to policy-makers to resolve firm issues			
3. Availability of industrial zones			
4. Availability of intermediate goods and services			
5. Bilateral or Multilateral investment or trade treaty			
6. Business-Labor Relations			
7. Control of corruption			
8. Cost of intermediate goods and services			
9. Enforcement of legal contracts			
10. Infrastructure quality			
11. Labor costs			
12. Labor quality			
13. Land allocation			
14. Tax or land incentives			
15. Other investors in my industry were already there			
16. Performance of macro-economy (growth, inflation, etc.)			
17. Political stability			
18. Protection of Intellectual Property Rights (IPR)			
19. Protection of property rights			
20. Proximity to export markets			
21. Regulatory requirements			
22. Size of domestic market			
23. Wealth of consumers			
24. Investment Protection			
25. Other			

3.2. Importance	Most Important	2 nd Most Important	3 rd Most Important
Factor's number			

4. When considering your company's investment within Vietnam, what other provinces did you consider?

Province 1 _____

Province 2 _____

Province 3 _____

No other province was considered.

5. As above, we would now like you to reflect on the original decision to invest in a particular Vietnamese Province. Please refer to the list again in Question 3.1 about factors affecting investment decisions. List the number (1-25) of the three most important factors that ultimately influenced your PROVINCIAL location decision

Importance	Most Important	2 nd Most Important	3 rd Most Important
Factor's number			

6. Did your company eventually select only this province over others, or did you choose to invest in this province as part of a multi-location strategy?

Selected this province over competitors

Multi-location strategy.

(Please name the other provinces, where you currently have operations _____).

7. Which officer/manager at your company was MOST responsible for the decision to invest in this province?

_____ (POSITION OF OFFICER)

8. Did the province you eventually selected offer you an investment incentive package?

- Yes (If yes, please tell us a little more about the incentive package in question B8.1 to B8.5)
 No (Please skip to question B9).

→ 8.1. Was your firm provided with a tax holiday?

- Yes (Please answer 8.1.1)
 No (Please answer 8.2)

→ 8.1.1. If yes, how long was the tax holiday? _____ MONTHS

8.2. Was your firm provided with a tax reduction?

- Yes (Please answer 8.2.1)
 No (Please answer 8.3)

→ 8.2.1. If yes, what was the size of discount? _____ %

8.2.2. How long was the reduction applicable? _____ MONTHS

8.3. What was the rate you were charged for annual turnover tax? _____ %

8.4. Were you provided with a reduction in land transfer or purchase fees?

- Yes
 No

8.5. Were these the province's original offers or were they negotiated?

- Original offer
 Negotiated

9. If you considered investing in another province, how did the tax incentive (if any) of the other province compare to the one where you invested?

- Better
 About the same
 Worse
 Not applicable

C. BUSINESS START-UP

In this section, we would like you to reflect on the procedures necessary to operate your business legally in Vietnam. We are specifically interested in business registration and licensing procedures.

1. From the day you submitted the application to the day you received it, how long did it take for you to receive your...

(Feel free to calculate months as 30 days and years as 365 days).

1.1. Initial Investment license for your project in this province? _____ DAYS

1.2. Most recent investment license for your project in this province? _____ DAYS

1.3. Business registration certificate for your firm in this province? _____ DAYS

1.4. Tax code for your project in this province? _____ DAYS

2. Was your most recent investment license issued concurrently with your business registration certificate?

- Yes
 No

3. Apart from investment license, registration certificate, and tax code did your firm need any additional documentation (licenses, permits, or stamps...) to operate legally?

- Yes (Please answer question C3.1 to C3.2)
 No (Please skip to question C4).

→ 3.1. How many additional documents were necessary to operate legally? _____ DOCUMENTS

3.2. Which documents were required?

- a. _____
b. _____
c. _____

4. Considering all your documentation, how long did it take you to get all required registration certificate, licenses, and stamps to be a fully legal business in your province?

- Same day
 Within one week
 Over one week to less than a month
 1-3 months
 3-6 months
 6 months to 1 year
 More than 1 year

5. Including formal, informal fees, lawyer costs, and other expenses, what was the total cost to your firm of fulfilling all procedures to be fully legal in your province? _____ \$
6. Please take a look at the following list of common activities that firms engage in to expedite the steps needed to receive their investment license.
- Followed procedures for business license on website of provincial government.
 - Hired a local consulting/law firm to obtain the license for you.
 - Paid informal charge to provincial official to expedite procedures.
 - Looked for a domestic partner who was already registered.

Please do not answer about any one of these activities specifically, we are only interested in the total number you may have utilized. How many of the above activities did you engage in when fulfilling any of the business registration activities listed above?

Number of activities 0 1 2 3 4

D. BUSINESS PREMISES

In this section of the survey, we are interested in your thoughts on finding and securing land or office space for your company's operations. Please reflect on how you acquired land for your operations in this province

1. What is the total land area your firm presently utilizes in this province? _____ m²
2. Is there any part of your firm's business premise that is located within an industrial zone/concentration area?
 Yes
 No
3. Was your land introduced to you by a provincial government official?
 Yes
 No
4. Do you have a land use rights certificate (LURC) for this plot of land?
 Yes (Please answer questions D4.1 and D4.2)
 No, we rent or lease land (Please skip to question D5)
 No, LURC held by joint venture partner (Please skip to question D5)
- 4.1. What year did you receive the land use rights certificate? _____ YEAR
4.2. From the day you submitted your application, how long did it take to receive the LURC? _____ DAYS
5. Please evaluate your perception of the risk of expropriation of your business premises
 Very Low
 Low
 Moderate
 High
 Very High

E. REGULATORY & ADMINISTRATIVE COSTS

Please tell us about your interactions with local government officials and whether such interactions impede or bolster operations.

1. How many total times was your business inspected/examined in 2009? _____ INSPECTIONS
2. From this list, please select the three agencies that most frequently completed inspections/examinations of your firm in 2009?
- | | |
|------------------------------|--|
| a. Fire and Safety | g. DONRE |
| b. Traffic Police | (Natural Resources and Environment Inspectors) |
| c. Police | h. Tax Authority |
| d. Customs Authorities | i. Food Safety and Sanitation |
| e. DOLISA (Labor Regulators) | j. Construction |
| f. Market Regulator | k. Other _____ |

Record the letter of these agencies (a-k) in the box below.

	Most Frequent	2 nd Most Frequent	3 rd Most Frequent
Agency's letter			

3. What percentage of senior management's time per year is spent interacting with government officers in order to understand and comply with administrative procedures?

- | | |
|--|---|
| <input type="checkbox"/> Less than 1% | <input type="checkbox"/> From over 10% to 15% |
| <input type="checkbox"/> From 1% to 5% | <input type="checkbox"/> From over 15% to 50% |
| <input type="checkbox"/> From over 5% to 10% | <input type="checkbox"/> Over 50% |

4. From your experience in the province, please list the 3 most troublesome administrative procedures to firms (Starting with the MOST troublesome administrative procedure). These may include renewing business licenses for specific industries, obtaining value added tax receipt books, applying for construction permit...

- (1) _____
(2) _____
(3) _____

5. Do you agree with the following statement? "Government officials use compliance with local regulations to extract additional fees from businesses like mine."

- Strongly agree
 Agree
 Disagree
 Strongly disagree

6. On average, what percentage of income do firms in your line of business typically pay per annum in unofficial payments to public officials?

- | | |
|--|--|
| <input type="checkbox"/> 0% | <input type="checkbox"/> From 5% to less than 10% |
| <input type="checkbox"/> Less than 1% | <input type="checkbox"/> From 10% to less than 20% |
| <input type="checkbox"/> From 1% to less than 2% | <input type="checkbox"/> From 20% to less than 30% |
| <input type="checkbox"/> From 2% to less than 5% | <input type="checkbox"/> Over 30% |

7. In your opinion, if firm in your province pays the required 'additional payment' how often is the service delivered as the firm expected?

- Always
 Usually
 Sometimes
 Seldom
 Never

8. On many occasions, foreign businesses have opportunities to do business with government agencies or state owned enterprises. Sometimes, these transactions can be quite large, such as assisting in infrastructure construction or providing equipment for government offices. On other occasions, such business may involve relatively small transactions, such as catering or short-term consulting services.

Regardless of size, has your business ever competed to provide services to communal, district, or provincial agencies or individual officials?

- Yes (If yes, answer question E9)
 No (Please skip to question F1)
 Not sure (Please skip to question F1)

9. If your firm competed for business with a government official, please look at the following list of common activities firms engage in to make their goods or services more attractive to government clients.

- Dropped off pamphlets or fliers at government offices advertising your goods or services.
- Opened your business or a branch of your business near government offices in order to be nearer to the decision-makers.
- Appealed to a friend or relative in the office to steer government business toward your enterprise.
- Attended government functions or meetings in order to meet officials and make them aware of your goods or services

Please do not answer about any one of these activities specifically, we are only interested in the TOTAL NUMBER you may have utilized to win government business. How many of the above activities did you engage in when fulfilling any of the business registration activities listed above?

Number of activities 0 1 2 3 4

F. INFRASTRUCTURE

Please provide us with your sense of the current level of infrastructure in the province where you do business.

1. How do you rate the overall quality and efficiency of these services delivered by provincial public agencies?
(Check only one box for each row)

Services	Very Poor	Poor	Slightly Poor	Slightly Good	Good	Very Good
1. Road quality						
2. Telephone						
3. Electricity						
4. Clean water						
5. Industrial zones and/or concentrations						
6. Internet						
7. Ports						
8. Bridges						
9. Airports						
10. Railway						
11. Waste treatment facilities						
12. Connectivity of road between port and highway						
13. Connectivity of road and airport						
14. Connectivity of rail and highways						

2. When the road in front of your business requires maintenance, how long on average does it take before it is fixed? _____ DAYS.
 Roads still not fixed on my street
 Non-Applicable
3. In the last month, how many hours of power outage did you undergo? _____ HOURS
4. According to your best estimate, for what percentage out of the total power outages was your firm informed in advance? _____%
5. In the last month, how many hours was your telephone and other telecommunication (e.g. fax and internet) out of service?
 _____ HOURS
6. If you ship product, which port or airport do you use most regularly for shipping? _____ (NAME OF PORT/AIRPORT)
 Non-Applicable
7. On average how long does it take to clear customs for your exported goods _____ DAYS.
 Non-Applicable
8. If you import intermediate goods, on average how long does it take you to clear customs? _____ DAYS.
 Non-Applicable
9. Have you ever paid an informal charge to expedite service at the port?
 Yes
 No
 Non-Applicable

G. LABOR QUALITY/RELATIONS

In this section, we would like you to reflect on the labor force in your province and your employees specifically. These questions will probe the type and quality of labor, as well as labor-business relations.

1. What proportion of your total workforce is...
 1.1. Female? _____ %
 1.2. Migrated from outside the province where your business is located? _____ %
2. In the past year, what percentage of your workforce left voluntarily to seek employment elsewhere? _____ %

3. How do you rate the overall quality and efficiency of these services delivered by provincial public agencies?
(Check only one box for each row)

Services	Very Poor	Poor	Slightly Poor	Slightly Good	Good	Very Good
3.1. General education						
3.2. Vocational training for labor						
3.3. Labor exchange or recruitment bureaus						
3.4. Labor dispute settlement						

4. Please assess the skill-level of your current workforce. What percentage of your employees ...?

- 4.1. are post-graduates _____ %
 4.2. are college graduates _____ %
 4.3. received any (long-term or short course) vocational training before employment _____ %
 4.4. are secondary school graduates _____ %
 4.5. are literate (defined as capable of reading and writing) _____ %

5. In the past year, what percentage of newly hired workers needed additional/further training? _____ %

6. In the past year, what percentage of business costs did your firm spend in labor training? _____ %

7. On average, what percentage of workers trained by your company remain with the firm for longer than a year? _____ %

8. How many human resources officers does your firm currently employ? _____ OFFICERS

9. Has a trade union been established in your enterprise?

- Yes → 9.1. What year was the trade union established? _____ YEAR
 No (Please skip to question G10)

- 10. How are worker/labor collective representatives in your firm selected?

- Chosen by a group of employees
 Appointed by enterprise managers
 Appointed by higher-level trade union
 Other (please specify) _____
 Non-applicable

11. In your firm, who communicates with management on behalf of the workers/labor collective on workplace issues?

- Enterprise trade union executive committee leaders
 Enterprise workers/labor collective representative(s)
 Your HR manager (or staff)
 Others (please specify ...)

12. In the past THREE years, how many collective bargaining agreements have been signed?

_____ AGREEMENTS Non-applicable

13. Does your firm have a /workplace-based conciliation council to handle labor disputes?

- Yes
 No

14. In the past THREE years, has your firm experienced a labor strike or work stoppage?

- No (Skip to question G16)
 Yes (Please answer question G14.1-G16)

→ 14.1 How many? _____ strikes

14.2 When the strike occurred how did local government respond? (Check all that apply)

- Send in officers from local labor bureau to investigate the case
 Call for labor-management dialogue to settle the strike
 Mobilize a tripartite taskforce to mediate between the management and the strikers
 Others (please specify _____)

15. What was the primary demand of the workers in the most recent strike? (check all that apply)

- Base-wages of employees related
 Size of bonuses
 Other wage-related issues
 Over-time compensation
 Works hours
 Workplace safety and health conditions
 Others (please specify ...)

16. In the past THREE years, how many inspection delegations have visited your business to inspect or monitor your company's compliance with Corporate Social Responsibility requirements?

_____ DELEGATIONS.

- Non-Applicable

H. TRANSPARENCY AND PARTICIPATION

In this section, we are interested in your firm's ability to acquire information in your province that will help inform strategic planning, as well as your firm's ability to participate in local decision-making.

1. Please rate your access to these provincial documents and information.
(Please check ✓ to select one answer for each type of document)

Document	Very Easy	Easy	Possible	Possible, but difficult	Impossible
1. Provincial budgets					
2. Provincial socio-economic development plans					
3. Central laws, ordinances, decrees, decisions					
4. Implementation documents of central ministries					
5. Legal documents at provincial level					
6. Plans for new infrastructure projects					
7. Land use allocation plans and maps					
8. Provincial Investment incentive policies					
9. Administrative procedures forms					
10. Information on changes in tax regulations					
11. Official Gazette (for legal documents)					

2. Do you think that it is necessary to have a relationship with provincial officials to gain access to the above documents /information?
- Yes
 No
3. How predictable are changes in laws at the central level which affect your business?
- Never
 Seldom
 Sometimes
 Usually
 Always
4. How predictable is the implementation of these rules, laws, and regulations at the provincial level?
- Never
 Seldom
 Sometimes
 Usually
 Always
5. Is your firm a member of chamber of commerce, business association, or business club?
- Yes. Please name the organization(s) _____
 No
6. Below you will find a list of Vietnamese actors at the national and provincial level. To the best of your knowledge, rank their influence over economic policies and initiatives affecting foreign business in Vietnam. If you are not sure, feel free to answer Don't Know.

Institutional Influence	Strong	Moderate	Little	No influence	Don't Know
Government					
National Assembly					
Ministry of Planning and Investment					
State-owned conglomerates					
Ministry of Finance					
Provincial People's Committee					
Provincial People's Council					
Department of Planning and Investment in province					

7. What do you think is the MOST important role that the National Assembly plays for the investment community in Vietnam? (check one only)
- Passes legislation about investment environment
 Protects property rights of investors
 Provides information on direction of economic policy
 Provides voice for outsider in decision-making process
 Provides forum for investors to advise policy making
 Others, please specify

I. DISPUTE RESOLUTION

This section is interested in your perspective on dispute resolution in Vietnam, particularly the ability of the courts to enforce contracts and property rights.

1. Over the last TWO years, have you encountered any disputes with Vietnamese clients, providers, or partners?
 - Yes (Please continue to question I2)
 - No (Please skip to question I5)
2. If yes, did you appeal to a Vietnamese court for dispute resolution?
 - Yes (Please skip to question I4)
 - No (Please continue to question I3)
 - Considering whether to appeal to the court (Please skip to question I4)
3. If you did not appeal to the court, what were the reasons? (Check all that apply)
 - Other ways were more appropriate
 - It takes too long for the dispute to be resolved
 - Costly dispute resolution expenses
 - Offering bribes to solicit favorable judgment is common
 - Insufficient capacity of court officials
 - Do not trust court's impartiality
4. Outside of courts, what other means do you use to ensure the sanctity of contracts in your province? (Check all that apply)
 - International arbitration
 - Local arbitration
 - Appeal to local government officials
 - Write contracts with incentive structures and staged-implementation to encourage compliance
 - Only do business with close friends and family
 - Other, please specify _____
5. Given your own experience and observations of other businesses in the city or province where you do business, how well is intellectual property protected by local institutions?
 - Excellent
 - Good
 - Satisfactorily
 - Poorly
 - Extremely poorly
6. In the past year, are you aware of any cases where enterprises were punished for violating environmental regulations in the province where you have your main operations?
 - Yes
 - No
7. In your opinion, does provincial environmental pollution cause any economic loss to your firm?
 - Yes
 - No

8. Was your firm inspected/examined by the Environmental Authority in the following areas:

	During the last year	2-5 years ago	More than five years ago	Never
Waste generation				
Air emissions				
Wastewater generation and discharge				

J. ATTITUDE

This section offers an opportunity for you to reflect on the attitude of local officials toward companies like yours.

1. What do you perceive as the attitude of provincial government officials towards foreign companies?
 - Negative
 - Somewhat negative
 - Neutral
 - Somewhat positive
 - Positive

2. If there are unclear points in a particular central regulation, provincial People's Committee and provincial departments tend to (Please check only one)
 - Proactively handle the issue within the provincial authorities
 - Delay the implementation and ask for direction from relevant central agencies
 - Do nothing
 - Make the situation more difficult

3. Do you agree with the following statement "The provincial authorities favor state owned enterprises in government contracting".
 - Strongly agree
 - Agree
 - Disagree
 - Strong disagree

4. If your firm were planning to expand your business to another province or city, which province or city would you choose?
(please name only one province or city)

K. OTHER ISSUES (OPTIONAL)

Are there any other issues you would like to raise related to the provincial investment environment?

THANK YOU FOR YOUR COOPERATION



VIETNAM CHAMBER OF COMMERCE AND INDUSTRY

Address: 9 Dao Duy Anh, Hanoi, Vietnam
Tel: (84-4) 3577 1460
Fax: (84-4) 3577 0632
Email: pci@vcci.com.vn
Website: www.vcci.com.vn



VIETNAM COMPETITIVENESS INITIATIVE

Address: 15th Floor, Prime Centre Building 53 Quang Trung, Hai Ba Trung, Hanoi
Tel : (844) 3943 8163
Fax: (844) 3943 8160
Email: pci@vncci.org
Website: www.vncci.org