



PROVINCIAL  
COMPETITIVENESS INDEX

Survey Questionnaire

# 2013 Provincial Competitiveness Index (PCI)

## Foreign Investor Module



**USAID**  
FROM THE AMERICAN PEOPLE





.....(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. Country where the headquarters of the mother company or biggest FOREIGN investor is located?.....
3. Manager's country of origin.....
Gender: [ ] Male [ ] Female
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?
[ ] The Prime Minister
[ ] The Ministry of Planning and Investment (MPI)
[ ] The Provincial Department of Planning and Investment (DPI)
[ ] 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 to A 3.4)  
 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?.....USD  
 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

4.a According to your most recent investment license, what is the licensed amount of capital you are allowed to invest in Vietnam? .....USD.

4.b What percentage of your licensed investment size have you implemented (disbursed) since your arrival.....%

5. What was your firm's actual (implemented) investment size (total assets, BVND)?

	Under 0,5 BVND (25,000 USD)	From 0.5 to under 1 BVND (50,000 USD)	From 1 to under 5 BVND (250,000 USD)	From 5 to under 10 BVND (500,000 USD)	From 10 to under 50 BVND (2.5 million USD)	From 50 to under 200 BVND (10 million USD)	From 200 to under 500 BVND (25 million USD)	Above 500 BVND (25 million USD)
At the time of Establishment?								
In 2012?								
To date in 2013?								

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 owned enterprise (If yes, please continue to question 8.1)  
 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.  
 Other, please specify .....

8.1 If your company is 100% foreign owned, did your company enter Vietnam through merging with or acquiring an existing Vietnamese company?  
 YES  NO

8.2. Does your business have investment from overseas Vietnamese investors(s)?  
 YES  NO

9. Are your operations in Vietnam a subsidiary of a multi-national corporation with its headquarters outside Vietnam?

- YES (Please answer questions A9.1-A9.3)
- NO (Please skip to question A10)

9.1. If yes, what is the name of the multi-national company?

9.2. Which country is the official home of the multi-national company?

9.3. Is part or all of the multinational corporation owned by the government in which your company is headquartered?

- YES
- NO

10. What was the employment size of your firm?

	Less than 5	From 5 to 9	From 10 to 49	From 50 to 299	From 300 to 399	From 400 to 499	From 500 to 1000	1000 and over
At the time of establishment?								
End of 2012?								
To date in 2013?								

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?

	Loss of 10% of revenue or greater	Between 10 and 5% loss	Between 5 and 0% loss	Broke even	Between 0 and 5% profit margin	Between 5 and 10% profit margin	Between 10 and 20% profit margin	Over 20% profit margin
First year after establishment?								
End of 2012?								
To date in 2013?								

12. 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

13. Please estimate the total value of your sales of goods and services in 2012?.....USD

14. Who are your customers? Please check all that apply

- Sold domestically to a state owned enterprise (SOE)
- Sold to state agencies (at central and local level)
- Sold domestically to private individuals or firms
- Sold to foreign individuals or firms located in Vietnam
- Exported to home country
- Exported to a third country

15. Please estimate the total value of your expenditures (including those purchases in domestic market and imported) for intermediate goods and services in 2012?.....USD
16. Who are your suppliers of intermediate goods and services? *Please check all that apply.*
- State Owned Enterprises
- Domestic private companies
- Household business or individuals
- Produced in-house by your local operations
- Imported from home country
- Imported from a third country
- 16.1. In the past year, have you hired an accountant (i.e. PriceWaterhouse Coopers or KPMG) to help you assess the fair market value for inputs purchased from in-house or overseas?
- YES  NO

## **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.a. How would you compare the business environment in Vietnam to other countries in which you considered investing?
- |  |                              |                             |
|--|------------------------------|-----------------------------|
| I face less corruption in Vietnam                    | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| I face fewer regulatory constraints in Vietnam       | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| I face lower tax rates in Vietnam.                   | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| I face lower risks of expropriation in Vietnam       | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| I face fewer policy uncertainties in Vietnam         | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Infrastructure is better in Vietnam                  | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Public service delivery is better in Vietnam         | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| I play a more active role in policymaking in Vietnam | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
- 3.b. How would you compare the business environment in your home country and Vietnam?
- |  |                              |                             |
|--|------------------------------|-----------------------------|
| I face less corruption in Vietnam                    | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| I face fewer regulatory constraints in Vietnam       | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| I face lower tax rates in Vietnam.                   | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| I face lower risks of expropriation in Vietnam       | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| I face fewer policy uncertainties in Vietnam         | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Infrastructure is better in Vietnam                  | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Public service delivery is better in Vietnam         | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| I play a more active role in policymaking in Vietnam | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

4. 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)*  
.....
5. How would you compare the business environment in this province to other provinces in which you considered investing?
- |  |                              |                             |
|--|------------------------------|-----------------------------|
| I face less corruption in this province                    | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| I face fewer regulatory constraints in this province       | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| I face lower tax rates in this province                    | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| I face lower risks of expropriation in this province       | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| I face fewer policy uncertainties in this province         | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Infrastructure is better in this province                  | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Public service delivery is better in this province         | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| I play a more active role in policymaking in this province | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
6. 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 questions B6.1 to B6.6)*
  - No *(Please skip to question B7).*
- 6.1. Was your firm provided with a corporate income tax holiday?
- Yes *(Please answer 6.1.1)*
  - No *(Please answer 6.2)*
- 6.1.1. If yes, how long was the tax holiday?.....MONTHS
- 6.2. Was your firm provided with a corporate income tax reduction?
- Yes *(Please answer questions 6.2.1-6.2.3)*
  - No *(Please answer 6.3)*
- 6.2.1. If yes, what was your tax rate before the reduction?.....%
- 6.2.2. And what rate did you receive after the reduction?.....%
- 6.2.3. How long was the reduction applicable?.....MONTHS
- 6.3. What was the rate you were charged for annual turnover tax in the first year of operation?.....%
- 6.4. Were you provided with a reduction in land use right purchase fees?
- YES
  - NO
- 6.5. Were these the province's original offers or were they negotiated?
- Original offer
  - Negotiated
- 6.6. Would you have invested in the province without the tax incentive?
- YES
  - NO
7. 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
  - Our business did not consider investing in another province.

8. In addition to individual experience and in-house research, what were your primary sources of information about investment opportunities and the business environment in Vietnam? *Check all that apply.*
- a. I don't have a good source of information (skip to C1).
  - b. Vietnamese embassy/consulate or Vietnamese investment promotion agencies
  - c. Home country embassy/consulate based in Vietnam.
  - d. Investment guides or other direction provided by home government.
  - e. Industry associations.
  - f. Friends and personal network.
  - g. Internet.....?
  - h. Other, *please specify*.....

Please indicate your top three sources of information (from a to g): 1..... 2..... 3.....

## 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 questions C3.1 and 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, lawyer costs, and other expenses, what was the total cost to your firm of fulfilling all procedures to be fully legal in your province?.....USD



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 the firm for you.
- ◆ Paid informal charge 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

7. How were your initial investments in Vietnam financed? *Check all that apply.*

- a. Loans from Vietnamese banks.
- b. Loans from commercial or policy banks in home country.
- c. Public offering on a stock exchange.
- d. Accumulation of corporate profits.
- e. Informal financing: friends, family, personal savings, loan sharks
- f. Subsidies.
- g. Other, *please specify*:.....

Please record the three most important sources of financing (from a to g): 1..... 2..... 3.....

**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 agency?
  - 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
- 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 2012?.....TIMES
  
2. From this list, please select the three agencies that most frequently completed inspections/examinations of your firm in 2012?
 

a. Fire and Safety	g. DONRE (Natural Resources and Environment Inspectors)
b. Traffic Police	h. Tax Authority
c. Police	i. Food Safety and Sanitation
d. Customs Authorities	j. Construction
e. DOLISA (Labor Regulators)	k. Other: .....
f. Market Regulator	.....

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

	Most Frequent	2 <sup>nd</sup> Most Frequent	3 <sup>rd</sup> 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?
  - Less than 1%
  - From 1% to 5%
  - From over 5% to 10%
  - From over 10% to 15%
  - From over 15% to 50%
  - 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, applying for construction permit.
  - (1).....
  - (2).....
  - (3).....
  
5. Which taxes in Vietnam are you currently paying as part of your normal business operations? *Check all that apply*
  - Value Added Tax
  - Corporate Income Tax
  - Special Consumption Tax
  - Personal Income Tax for high wage employees
  - Customs taxes on import and export
  - Land fees and conversion taxes
  - Natural resource exploitation taxes
  
6. Based on your experience in and perceptions of other countries, please rate the tax burden in Vietnam compared to other countries at similar levels of development:
  - High
  - Comparable
  - Low

7. When you invested, were you aware of the 30% national, business income tax reduction policy for small and medium firms?
- YES  NO
8. In 2012, did your firm receive the 30% national, business income tax reduction?
- YES  NO
9. Based on your experience in and perceptions of other countries, please rate the predictability of changes in Vietnamese tax policies compared to other countries at similar levels of development:
- High  Comparable  Low
10. Please look at the following list of activities that foreign firms currently use to lower their tax burden in Vietnam.
- ◆ Hired an international law firm to advise on tax policy
  - ◆ Hired a domestic law firm or consultancy to advise on tax policy
  - ◆ Increased purchases from Vietnamese vendors
- Please do not answer about any one of these activities specifically, we are only interested in the TOTAL NUMBER you may have employed. How many of the above activities did you engage before filing your most recent tax payment?
- NUMBER OF ACTIVITIES:  0  1  2  3
11. Do you agree with the following statement? "Government officials use compliance with local regulations to extract informal payments from businesses like mine."
- Strongly agree  
 Agree  
 Disagree  
 Strongly disagree
12. On average, what percentage of income do firms in your line of business typically pay per annum in unofficial payments to public officials?
- 0%  
 Less than 1%  
 From 1% to less than 2%  
 From 2% to less than 5%  
 From 5% to less than 10%  
 From 10% to less than 20%  
 From 20% to less than 30%  
 Over 30%
13. 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

14. If your firm has competed for a contract to supply goods and services to the government, 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
  - ◆ Paid a “commission” to government officials to ensure your business won the contract
  - ◆ 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 competing for such a government contract?

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 and port						
13. Connectivity of road and airport						
14. Connectivity of rail and road						

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 services (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
- 6.1. If yes, do you use customs brokers for processing custom procedures?
- Yes
- No (*please continue to question 6.1.1*)
- 6.1.1. If not using a custom broker, where do you normally engage in custom procedures?
- At the port custom office
- At the airport custom office
- In the custom agency's office in the province
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 (*Please answer question F10*).
- NO
- Non-Applicable (*Please skip to question G1*)
10. If yes, during what procedure did you make the informal payment?
- Document processing
- Customs inspection
- Cargo loading
- Cargo unloading
- Cargo storage

## **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? .....%
- 1.3. Hired with formal contracts? .....%
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. are high school graduates .....%
- 4.4. are secondary school graduates .....%
5. What proportion of your total workforce graduated from any long-term or short course vocational training before employment? .....%
6. In the past year, what percentage of newly hired workers needed additional/further training? .....%
7. In the past year, what percentage of business costs did your firm spend in labor training? .....%
8. On average, what percentage of workers trained by your company remain with the firm for longer than a year?.....%
9. In your firm, who communicates with management on behalf of the workers/labor collective on workplace issues? Check all that apply
- Enterprise trade union executive committee leaders
- Enterprise workers/labor collective representative(s)
- Your HR manager (or staff)
- No one communicates
- Others (please specify ...) .....
10. If a strike were to occur, what would be your company's immediate response? Check all that apply.
- Report incidence to and seek mediation from the local government.
- Report incidence to and seek mediation from home country embassy/consulate.
- Seek mediation by a non-governmental third party
- Try to handle the situation internally and keep it low profile.
- Try to find replacement laborers to continue operation during strikes.
- Other, please specify:.....
11. In the past THREE years, has your firm experienced a labor strike or work stoppage?
- NO (Skip to question G12)
- YES (Please answer questions G11.1-G11.2)
- 11.1 How many?.....strikes

11.2 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
- Do nothing
- Others *(please specify...)*.....

12. In the past two years, how many inspection delegations have visited your business to inspect or monitor your company's compliance with labor rights requirements?.....DELEGATIONS.

## **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. Plans for new infrastructure projects					
5. Land use allocation plans and maps					
6. Official Gazette (for legal documents)					

1.b. Have you ever accessed the provincial budget information?

- YES                                       NO

1.b.1. If yes, how do you rate the quality of information provided?

- Very Good
- Good
- Satisfactory
- Poor
- Very Poor

1.c. Please report the importance of accurate budget information to your business operations?

- Very Important
- Important
- Somewhat Important
- Not Important
- Not Important at all

2. Have you ever accessed the **website** of the provincial people's committee or line departments?

- Yes *(please go to question H2.1)*
- No *(please go to question H3)*

- 2.1. If Yes, which information do you search on these websites?
- Provincial investment incentives
  - Regulations on administrative procedures
  - Planning information such as socio-economic development plans, land use planning, etc
  - Guiding, governing documents by provincial leaders
  - Provincial legal documents
  - Other (*please specify*:.....)
- 2.2. How necessary is improving the quality of information on provincial websites?
- Very necessary
  - Necessary
  - Somewhat unnecessary
  - Unnecessary
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. Which strategies have you employed when you believe a policy change may harm your business. *Please check all that apply.*
- a. Take no action.
  - b. Move production to another country
  - c. Plan coordinated action with other businesses.
  - d. Appeal to embassy/consulate from my home country.
  - e. Lobby Prime Minister's office to try to change policy.
  - f. Lobby the National Assembly to try to change policy.
  - g. Lobby the provincial government to try to change policy implementation
  - h. Lobby provincial officials to obtain special exemption for my business.
  - i. Lobby line ministry officials to obtain special exemption for my business.
  - j. Other, *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 I.2)
  - NO (Please skip to question I.4)
  
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
  - Appeal to home country embassy/consulate.
  - Write contracts with incentive structures and staged-implementation to encourage compliance
  - Only do business with close friends and family
  - Other, please specify .....

## J Risk Mitigation

1. Overseas investments always entails risk on the part of investors, but these risks vary across different countries. Would you say the investment climate in Vietnam is more or less risky than other countries in which you have invested or considered investing?
  - Less Risky
  - About the Same
  - More Risky

2. What are the primary risks that you face in Vietnam? Please rank order in terms of importance to your firm.
- a. Macroeconomic risk (changes in price stability and growth that affect business prospects).
  - b. Expropriation risk (the loss of business premises, property, or equipment to host government).
  - c. Contract risk (breach of contract by business partners, such as suppliers or customers).
  - d. Regulatory risk (changes in regulatory or tax policies that reduce profitability).
  - e. Labor risk (strikes, outbreaks of illness, or other events that lead to work stoppage).
  - f. Corruption (demands for informal charges, kickbacks, or other illicit decisions that reduce profitability).
  - g. Political instability (changes in regime or outbreaks of violence that impact operations).

Rank-Ordering	Risk Type
1	
2	
3	

## K

### Attitude

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

1. If there are unclear points in a particular central regulation, provincial People's Committee and provincial departments tend to: *(Please check only one)*
- They formally resolve the issue through provincial legislation.
  - They resolve the issue informally on behalf of the affected firms.
  - They postpone implementation and seek the advice of central authorities about how to move forward.
  - They don't do anything and wait for central institutions to resolve the issue
2. Do you agree with the following statement "The provincial authorities favor state owned enterprises in government contracting"?
- Strongly agree
  - Agree
  - Disagree
  - Strongly disagree
3. Are you currently considering expanding or changing your business' location in Vietnam?
- YES                       NO
- 3.1. 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)* .....
- 3.2. State the reasons why you choose this province:
- Business Opportunities
  - Market size
  - Labor quality
  - Labor costs
  - Infrastructure
  - Good governance (i.e. PCI rankings)
  - Other, *please specify* .....

**L Other Issues (Optional)**

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

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*THANK YOU FOR YOUR COOPERATION*