



PCI 2018

SURVEY QUESTIONNAIRE

Provincial Competitiveness Index (PCI) 2018



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PROVINCIAL COMPETITIVENESS INDEX (PCI) 2018

.....(City/Province).....(Date)2018

All information provided in this questionnaire is to be solely used for statistical and research purposes. Please rest assured that the information you share is kept strictly confidential and no identifying information from the survey will ever be released. Thank you so much for your time and consideration.

BACKGROUND INFORMATION

1. Name of Firm :.....
2. Address :.....
3. Telephone Number :.....
4. Fax Number :.....
5. Email :.....
6. Is your firm a member of the Vietnam Chamber of Commerce and Industry?
 Yes
 No
7. Name of Respondent :
8. Position:.....

A. FIRM OVERVIEW

In this first section of the survey, we want to know a little about the history of your business and your recent investment decisions and performance outcomes. We use this information to study how different types of firms experience governance in Vietnam, and to study whether governances influences business performance.

- 1. In what year was your firm established or start its operations?
- 2. In what year was the firm granted a business registration certificate?
 - 2.1. In which province or city does the firm have **main operations**?
- 3. If your firm has operations or does business in any other provinces or cities, please name those provinces and cities:
- 4. What is your company's current **legal form**? (Check ✓ one of the following)
 - Sole Proprietorship
 - Limited Liability (single member or multiple members)
 - Joint-Stock
 - Partnership
 - Other (please specify).....
- 5. In which field does your firm **mainly** focus?
 - Industry/Manufacturing
 - Construction
 - Service/Commerce
 - Agriculture/Forestry/Aquaculture
 - Mining

6. Please list your firm's **three (3) main product lines or services**:
.....
.....
.....

7. What was the **total equity capital** of your firm? (Please check ✓ only **one** box per row)

	1. Under 0.5 Billion VND	2. Between 0.5 and 1 Billion VND	3. Between 1 and 5 Billion VND	4. Between 5 and 10 Billion VND	5. Between 10 and 50 Billion VND	6. Between 50 and 200 Billion VND	7. Between 200 and 500 Billion VND	8. Above 500 Billion VND
At the time of establishment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In 2017?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By June 2018?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. What was the total **employment** size of your firm? (Please check ✓ only **one** box per row)

	1. Less than 5 people	2. Between 5 and 9 people	3. Between 10 and 49 people	4. Between 50 and 199 people	5. Between 200 and 299 people	6. Between 300 and 499 people	7. Between 500 and 1,000 people	8. Above 1,000 people
At the time of establishment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In 2017?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By June 2018?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Which statement best characterizes your firm's **overall performance in 2017**? (Please check ✓ only one box.)

1. Large Losses	2. Small Losses	3. Break even	4. Small profits	5. Profits as planned
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 10. Which statement best characterizes your firm's **investment plans** over **the next 2 years**?
 - Plan to increase the size of operations
 - Consider to increase the size of operations
 - Will continue operations at present size
 - Consider to reduce the size of operations
 - Plan to reduce the size of operations
 - Plan to close the business

11. Please choose **the main customers** of your firm (Please check all categories that apply)

- State owned enterprises (SOE)
- State agencies (at central and/or local level)
- Domestic private firms
- Domestic individuals
- Foreign individuals in Vietnam
- Foreign firms located in Vietnam
- Individuals and firms located outside Vietnam (directly)
- Individuals and firms located outside Vietnam (indirectly, through a distributor)

12. Please choose the categories that best describe your firm's **history**: (Please check ✓ all the appropriate boxes)

- Equitized local state-owned enterprise
- Equitized central state-owned enterprise
- Firm with some stocks/equities owned by state agencies or SOEs
- Firm that was formerly a household business
- Firm with shares listed on the Hanoi or HCMC Stock Exchange (HOSE or HaSTC)

13. Please choose the categories that best describe your **firm owner's** background: (Please check ✓ all that apply)

- Graduated from university
- Graduated with a Master of Business Administration
- Was a leader of a State agency
- Was a military officer
- Was a manager at a state-owned enterprise
- Was an employee at a state-owned enterprise

13a. What is your firm owner's gender:

- Male
- Female
- My firm belongs to many members/shareholders, with the proportion of female owners being%

B. LAND ISSUES AND BUSINESS PREMISES

This section of the survey will ask you a few questions about acquiring land and space to operate. We want to know a little about your experiences in finding the appropriate premises for your business operations.

- 1. What is the total land area your firm presently utilizes? m²
- 2. On what type of the business premises does your firm presently operate? (Check P all that apply)
 - The property of the owner or the owner's family
 - Allocated by the Government with land use fees
 - Purchased from another party
 - Long-term rented/leased from the Government with a lump sum payment
 - Rented/Leased from the Government with annual payment
 - Rented/Leased from another party
 - Other (Please specify)
- 3. Is there any part of your firm's business premises that is located within an industrial zone/concentration area?
 - Yes
 - No
- 4. Does your firm have a land use rights certificate (LURC)?
 - Yes] please answer questions 4.1-4.4
 - No] please skip to question 4.5

- 4.1. **What year** did your firm receive the land use rights certificate? Year.....
- 4.2. From the submission date of your application, **how long** did it take you to receive the LURC?day(s)
- 4.3. Please evaluate the risk that you land will be expropriated (seized/taken) for other purposes, change of planning, etc.:
- Very Low Moderate Very High
 Low High
- 4.4. Based on your observations of other cases in your province, do you believe that you or your firm will receive **fair compensation** for your business premises in case of expropriation?
- Never Likely Always
 Rarely Very likely
- 4.5. If your firm does not have a LURC, please describe the main reason (Check one that applies ONLY)
- I don't need LURC
 I need LURC, but rental costs and fees are too high
 I need LURC, but procedures are cumbersome
 I need LURC, but concerned about bureaucratic officials
 Land is in conflict situation
 Other (Please specify)
5. Do you **agree with** the following statement: "Changes in land price frame (including land prices and adjustment coefficient) in my province are appropriate to the changes in market prices"?
- Strongly agree Disagree
 Agree Strongly disagree
6. Based on your observations of other land and premises transactions in your province, would you say that private businesses face any **obstacles** to acquiring or expanding their business premises?
- Yes] *please answer question 6.1* No Not sure] *Please skip to question 7*
- 6.1. If yes, what are **the largest obstacles** to private firms in acquiring land in your province? (*Please check ✓ all that apply*)
- Land use planning does not satisfy the needs of businesses
 Lack of available land
 Slow land clearance progress => Average time of land clearance (days)
 Complicated rent and purchase procedures
 Price frame of land set by the government is too high
 Price frame of land set by the government is increasing too fast
 Land information and data are not provided in a convenient and quick manner
 Other obstacles (Please specify).....
7. Over the last **2 years**, has your firm implemented land-related administrative procedures (e.g. procedures for land purchase, transfer or rent from the State)?
- Yes] *please answer Question 7.1* No] *please skip to Section C*
- 7.1. If **yes**, has your firm encountered any difficulties when implementing these procedures with provincial State agencies?
- Yes] *please answer Question 7.2* No] *please skip to Section C*
- 7.2. If yes, please specify those difficulties: (Check ✓ all that apply)
- Land dossiers were processed longer than the listed or regulated period
 Land dossier processing procedures were different from the listed or regulated procedures
 Land prices were different from the listed or regulated price frame

- Officials receiving dossiers and settling administrative procedures did not provide full and detailed instructions
 My firm volunteered paying informal charges to have the dossiers processed faster

C. BUSINESS REGISTRATION, LICENSES AND PERMITS

This section of the survey will ask you a few questions about legal procedures to start your business. We are interested in the time, number of steps, and financial costs, it takes for firms like yours to fulfill procedures necessary to operate legal.

1. Did you register your business by yourself or by using services from a consulting firm, lawyer, etc.?
- By myself (please answer question 1.1) By using services (please answer question 1.2)
- 1.1. Please indicate the number of days required to implement the following steps:
- 1.1.1. From the dossier preparation until the submission?_days
1.1.2. From the submission until being accepted as eligible by competent authorities?....._days
1.1.3. From being accepted as eligible until the receipt of the Business Registration Certificate?_days
- 1.2. For firms using services, please indicate the estimated number of days from the hire of service until the receipt of the Business Registration Certificate?....._days
- 1.3. Did you pay an informal charge to expedite the delivery of the registration certificate? Yes No
2. **How many days** did it take you to **re-register** your business?....._ day(s)
If you have never re-registered your business, please check ✓ in the box below:
 I have never re-registered my business
3. Where did you register or re-register your business in the province?
- Registered online
 Registered at the one-stop shop division of the Provincial Focused Administration Center
 Registered at the one-stop shop division of the Department of Planning and Investment
 Registered at the business registration division of Department of Planning and Investment
 Registered by sending dossiers via post office
- 3.1. What do you think about the one-stop shop or inter-departmental one stop shop when first registering or re-changing your business registration in the province? (*Please check ✓ all that apply*)
- Procedures are listed publicly Officials are enthusiastic and friendly
 Instructions on procedures are clear and adequate Information technologies are well-applied
 Officials have good professional knowledge
4. Apart from investment license, registration certificate, and tax code, did your firm need any additional documentation (licenses, permits, or stamps...) to operate legally?

Name of licenses	Do you have this document?	Do you encounter any difficulty when completing procedures to obtain the document?
Certificate of fire safety	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Advertisement license	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Certificate of Qualification for doing business in conditional lines of business (such as tourism, transportation, health, advertisement, production and trading of wine, beer, cigarettes, chemicals, food safety, etc.)	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Certificate of Technical-Regulation Conformity	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other, please specify.....	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No

5. How long did it take you to get all required registration certificate, licenses, and stamps to become a fully legal business in your province?
- Within one day From one week to less than a month 3-6 months
 Within one week 1-3 months More than 6 months

D. BUSINESS OPERATIONS EXPENSES

This section is divided into four smaller parts that have to do with interactions with government after you have registered your business and started operations. First, we would like to know about your overall level of time spent complying with administrative procedures stipulated by government agencies Next, we ask more specific questions about business inspections and examinations, informal charges in all business activities, and government procurement procedures.

D1: General Administrative Procedures

We would like to ask you a few questions about administrative procedures. Administrative procedures are the steps necessary to obtain or important documents, stamps, signatures, and services that are necessary to run your business.

1. What percentage of senior management’s time was spent to understand and comply with administrative procedures over the past year?
- Less than 1% From over 5% to 10% From over 15% to 50%
 From 1% to 5% From over 10% to 15% Over 50%
2. From your experience in the province, please indicate the most troublesome administrative procedures (Multiple choices)
- Social insurance Environment Protection Land
 Investment and business registration Customs Firefighting and protection
 Tax Construction Labor
 Payment clearance through State Treasure Transportations Other (Please specify).....
 Food safety and sanitation Market regulation

3. To what extent, do you agree with following statements?

Statements	Strongly agree	Agree	Disagree	Strongly Disagree
1. Government officials are effective in processing paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Government officials are friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Our firm doesn’t have to make many trips to obtain stamps and signatures from state agencies to complete the procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Paperwork and procedures are simple	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Fee rates are listed publicly at state agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Informal charges are at acceptable rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Administrative procedures in my provinces are usually completed by officials before the official deadline for completion.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The attitude of the provincial government does not depend on the firm’s contribution to local development (e.g. number of employees hired, amount of tax paid)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. It is common that government officials cause troubles when processing procedures for businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D2: Inspections and Examinations

This section asks about your experiences with inspectors for provincial government agencies.

4. How many total times was your business inspected and examined in 2017?time(s)
- 4.1. Was there any overlap and duplication during these inspections? Yes No

5. Please list the agencies that inspected and examined your firm in 2017?
- Fire and Safety Labor Regulators Food Safety and Sanitation
 Transportation Inspectors Market Regulator Construction
 Economic Police Environment Inspectors Planning and Investment
 Customs Authorities Tax Authority Audit
 Other (please specify.....)

- 5.1. What do you think were the most common purposes of the inspections you experienced? (Please check all that apply)

- To help business comply better with regulations
 To ensure rights of citizens and society
 To generate harrassment opportunities for inspectors
 Others.....

6. During any of the inspections, did you provide a gift or informal payment to the examiner?
- Yes (go to Question 6.1) No (Skip to Question 7)

- 6.1. Who initiated the informal payment?

- I offered it The examiner requested it It is a standard. Nobody needed to say anything.

7. If you were inspected/examined by the Tax Authority in 2017 (Please exclude the cases where tax officers come to your firm to provide guidance on tax procedures compliance), please estimate how long the inspection last on average?.....hour(s)

8. Please rate your level of agreement with this statement, “Negotiations on payable taxes with provincial tax officers are a necessary part of doing business.”
- Strongly agree Disagree
 Agree Strongly disagree

D3: Informal Charges in Business Related Activities

In this section, we are interested in informal charges and facilitation fees that pay in your normal business operations. Please remember that all PCI surveys are strictly confidential. You can feel free to answer candidly as your firm’s identity will never be associated with any answers in this section.

9. Do you agree with this statement: “Firms in my line of business usually have to pay extra ‘informal payments.’”? Strongly agree
- Agree Disagree Strongly disagree

10. On average, what percentage of income do firms in your line of business typically pay per year for informal charges to public officials?

- 0% From 2 to under 5% From 20 to 30%
 Less than 1% From 5 to under 10% Above 30%
 From 1 to under 2% From 10 to under 20%

11. Before you pay for an informal charge, does your firm know in advance what the amount might be?

- Always Occasionally Never
 In most cases Rarely

12. In your opinion, if a firm in your province pays ‘informal charges’, how often is the service or document delivered as the firm expected?

- Always Sometimes Never
 Usually Seldom

D4: Government Procurement Procedures

Now, we would like to ask you a few questions about business procurement. This is the process of providing goods or services to government offices. It can include anything from installing computer software to printing documents or catering services.

13. Has your firm ever bid to provide goods and services for province agencies in the last 2 years?

- Yes (please answer questions 13.1-13.4 about your experience)
- No (please skip to Section E).
- Do not know (please skip to Section E).

13.1. How did you learn about the government procurement opportunity?

- Provincial portal/website
- Friends, relatives
- Provincial newspaper
- Province agencies directly notice firm of the bidding
- Procurement newspaper
- Others, please specify (.....)
- National procurement network

13.2. Do you agree with the following statement? "Paying a "commission" is essential to improve chances of winning the contract"?

- Strongly agree
- Agree
- Disagree
- Strongly disagree

13.3. Given your experience, normally, how large is the "commission" compared with the value of the procurement contract? % 0%

13.4. Who initiated the commission request?

- Your firm
- The official in charge of the bid
- Nobody asked, it was expected

14. Did you win the bid? Yes No

E. BUSINESS ENVIRONMENT

This section of the survey expands the scope of business-firm interactions. Here, we are interested in the range of activities and services that governments and actors provide that facilitate business operations. We begin by asking about different types of infrastructure, followed by questions about business support services and training offered in your locality. The third section asks about the availability of labor and quality of human capital. Section four looks into questions about access to finance and capital for start-up and expansion. The final section asks about your own management practices.

Let's begin with a general question about the most common obstacles you face in running your business.

1. Do you face any difficulties in the following activities and services when running your business? Please check those that apply

- Access to financing
- Finding customers
- Finding suppliers
- Finding suitable personnel
- Dealing with market fluctuations
- Adequate infrastructure
- Finding business partners
- Other: please specify:....
- Dealing with administrative procedures
- Dealing with changes in relevant policies and regulations
- Dealing with market fluctuations

E1. Infrastructure

2. How do you rate the overall quality of these public services in the province? (Check ✓ only one box for each row)

Services	Very Good	Good	Slightly Good	Slightly Poor	Poor	Very Poor
1. Road quality (including roads and bridges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.1. Connectivity of road and port	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2. Connectivity of road and airport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3. Connectivity of rail and road	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Electricity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Clean water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Industrial zones and/or concentration areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. General education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Vocational training for labor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. According to your best estimate, how many days in a year were the roads from your firm to the province's center blocked by floods, landslides, etc.? day(s)

4. When you started your new business, did you need to register with EVN to receive electricity access?

- Yes
- No

4.1. If yes, how long did it take between your registration and electricity was turned on in your firm?..... days

4.2. In the last year, how many times of power outage did you undergo?times

4.3. According to your best estimate, for what percentage out of the total power outages was your firm informed in advance?%

4.4. In the last month, how many hours of power outage did you undergo?hours

4.5. Did unexpected power outage or unstable power supply cause damage to your firm?

- Yes
- No

4.6. If Yes, was your firm compensated fairly?

- Always
- In most cases
- Occasionally
- Rarely
- Never

5. In the last month, how many hours was your telephone and other telecommunication services (e.g. fax and internet) out of service?hour(s)

E2. Business Support Services for Business Operations

6. In the last year, did your firm need to use the following services in the province? If Yes, please indicate the usage status of these services.

Service	Did your firm need to use the following services?	If Yes, did you receive the service in your province?	Was the service provided by a provincial agency?	Will you continue to use the service?
1. Market information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Legal consultancy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Recruitment and labor exchange services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Business matchmaking services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Trade promotion and trade fair/exhibition services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Technology and technology-related training program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Training services on accounting and finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Training services on business administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. We would now like to ask you about the transparency of business support policies for Small and Medium Size Enterprises (SMEs) in your province? These include special tax incentives, such as abatements or holidays, land fee reductions, seed funding, interest rate subsidies, financial credit guarantee, access to technology, and extension and training programs. Are **you aware of any SME support policies** in your province?

- Yes (If yes, answer 7.1 below) No (If no, please skip to Section E3 on Human Resources)

7.1. Is your business eligible for these SME support policies?

- Yes (If yes, answer 7.2 below) No (If no, please skip to Section E3 on Human Resources)

7.2. Is your business currently a beneficiary of one or more of these support policies?

- Yes (If yes, answer 7.3 below)
 No (If no, please skip to question 8 in Section E3 on Human Resources)

7.3. Do you agree with the following statement: "The procedures and dossiers to receive support from these policies are simple and easy-to-implement"?

- Strongly agree Agree Disagree Strongly disagree

E3. Human Resources

8. In the last year, what percentage of total business costs did your firm spend on labor recruitment?%

8.1. Please rate the easiness level in recruitment of the following groups of labor at your firm:

Group of labor	Very easy	Easy	Fairly difficult	Difficult	Very difficult
1. Manual rank-and-file workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Technicians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Accountant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Supervisors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Managers/Finance Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8.2. What percentage of labor force were newly hired last year?%

9. In the last year, what percentage of business costs did your firm spend on **labor training**? %

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

10. From your experience in employment, please judge the **quality of local labor**: It completely meets the firm needs

- It partly meets the firm needs It generally does not meet the firm needs It absolutely does not meet the firm needs

11. What proportion of your total workforce graduated from vocational schools (vocational centres/high schools/colleges)?..... %

12. Imagine the following scenario. A consulting company would like to shortlist your company, along with two other companies in your region, as potential suppliers of your product to a large US-based company that sells primarily to the US market. To be eligible to be included on the shortlist, the company requires that your firm adopt the multinational's Labor Code of Conduct for Suppliers. This Code of Conduct includes greater representation for workers, limits on overtime work, and regulations to protect the health and safety of workers. Adopting the Code of Conduct will allow you the possibility of future orders from this multinational and others like it, but it also will increase your operating costs. Please tell us the maximum amount of adjustments (as a share of operating costs) that you would be willing to make in order to be in compliance with the code of conduct and thereby eligible for the contract.

12a. **Share of Operating Costs:** (Please simply write the highest cost you would be willing to assume).....% 0%

12b. Which types of reforms would your firm be most likely to make:

- Increases in average wage
 Limits on overtime

- Greater social benefits payments
 Greater safety and health protections.
 Greater representation of workers in negotiations with management
 Other.....

12c. Which of your products or services, do you believe the consulting company is most interested in? Please write it here.....

As you may know, the National Assembly will debate changes to the Labor Code in the May 2019 session. To better prepare delegates for the debate, we would like to get your opinion on key provisions that are likely to be altered.

13. Have you been following recent debates over the revision of the Labor Code?

- Yes No

14. Regardless of whether you have been following closely, your opinions still matter. In this next section, we would like to solicit your opinions on the draft Labour Code (amended).

14a. In your opinion, which of the following two drafts is more reasonable?

- An employee is entitled to unilaterally terminate his or her labor contract with a qualifying reason, as long as he or she notifies the employer at least 30 days in advance.
 An employee is entitled to unilaterally terminate his or her labor contract without a reason, as long as he or she notifies the employer at least 30 days in advance.

14b. In your opinion, which of the following two drafts is more reasonable?

- Severance allowances are extended to apply to employees reaching retirement age, and these allowances are reduced to ¼ of the monthly salary.
 Severance allowances are not extended to apply to employees reaching retirement age, and these allowances remain at ½ of the monthly salary.

14c. In your opinion, which of the following two draft provisions is more reasonable?

- The total number of hours worked in a day may not exceed 12 hours in one day, with no more than 5 consecutive days in each overtime period.
 The total number of hours worked in a day may not exceed 12 hours in one day, with no more than 5 consecutive days in each overtime period. However, the annual total of overtime hours may not exceed 600 hours.

14d. Do you AGREE or DISAGREE with the draft provision: "Employees who are pregnant, on maternity leave, or raising children under the age of one may not be subject to labor discipline."

- Agree Disagree

E4. Finance and Credit

15. Do you presently have a **loan from banks and/or credit institutions**?

- Yes (Please answer question 16 - 17) No (please skip to Question 18)

16. If **Yes**, for the *most recent bank loan* of your firm

16.1. Name of the bank:

16.2. The loan **term** is Month(s)

16.3. What is the **interest rate**?%/year

17. How would you rate access to capital in your province (Check ✓ only one box for each row)

Statement	Strongly agree	Agree	Disagree	Strongly disagree
1. Banks and/or credit institutions impose unfavorable credit conditions (adjustments of interests, lending conditions...) to businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Businesses cannot get loans without mortgage assets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Interest rates and other lending conditions applied to private businesses are always more difficult than those for SOEs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. "Giving bribes" to bank staff is very common	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Lending procedures are very complicated and troublesome	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Bank staff look for errors in applications, leading to extended application times.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Relationship with bank staff is necessary to receive loan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Relationship with bank staff is necessary to receive favorable terms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Where bank loans are not accessible, which of the following does your firm recourse to as a source of capital?
- Loans from relatives or friends → average interest rate:% per annum
 - Loans from other credit institutions → average interest rate:..... % per annum
 - Loans from the "black market" → average interest rate:% per annum
 - Informal loans from credit institutions' and/or bank officers → average interest rate: % per annum
 - Other (please specify):.....

19. Was your firm eligible for special loan conditions as part of governments Small and Medium Size Enterprise program?
- Yes (If yes, answer question 19 below) No (If no, please skip to Section F)

20. What terms did you receive for this specialized loan?
- Lower interest rate of.....%
 - Longer loan length of months
 - Reduced collateral requirement

F. TRANSPARENCY AND INFORMATION ACCESSIBILITY

In this section we are interested in three important themes. First, we want to know whether you have adequate access to government information to plan for the future of your business. Second, we want to know about whether the opinions of businesses are considered when designing provincial regulations and policies. In the third section, we probe about your firm's knowledge and access to provincial policies that help with credit access, land clearance, and tax alleviation.

F1: Access to Information

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

Document/information	Very Easy	Easy	Possible	Possible, but Difficult	Impossible
1. Provincial budgets: allocation, revenue, expenditure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Provincial socio-economic development plans and programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Central Laws, Ordinances, Decrees, Decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Guiding documents of ministries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Legal normative documents at provincial level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. New infrastructure projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Public investment plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Land use allocation plans and maps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Document/information	Very Easy	Easy	Possible	Possible, but Difficult	Impossible
9. Planning for the development of local industries, sectors and material areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Provincial investment supporting policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Administrative procedures forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Data on registered enterprises in province	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Official Gazette (for province's legal normative documents)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

- 2.1. How do you rate importance of provincial budget documents to your business operation?

Very important Somewhat important
 Important Not important at all

- 2.2. Have you ever accessed to provincial budget documents?

Yes (Please answer question 2.2.1) No (Please skip to question 2.3)

- 2.2.1. If yes, please comment on the content and publication of the provincial budget documents. Does it provide sufficient detailed information useful for your firm's operations?

Yes No

- 2.3. Have you ever put forward a request to provincial agencies for information or documentation that is not publically available?

Yes (Please answer question 2.3.1) No (Please skip to question 3)

- 2.3.1. If Yes, did you receive the information that you needed?

Yes (Please answer question 2.3.2) No (Please skip to question 3)

- 2.3.2. How long did it take to receive the information?.....days

3. Have you ever visited the city/provincial government's website (People's Committee's website or provincial department's/district's/town's...' websites?)

Yes (Please answer question 3.1) No (Please skip to question 4)

- 3.1. If Yes, what information do you search in these websites? (please check ✓ all that apply)

Provincial investment incentives Provincial legal documents
 Regulations on administrative procedures Culture, tourism, sport information
 Governing documents of provincial leaders Others (please specify):.....

4. How predictable are the changes in the following which affect your business?

	Never	Seldom	Sometimes	Usually	Always
1. Changes in laws and regulations at the central level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Changes in the regulations at the provincial level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The implementation of the central laws and regulations at the provincial level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F2: Participation in Local Decision-Making

In this section, we want to know a little about any times that you volunteered or were asked to provide comments on provincial documents or initiatives.

5. Have you ever been invited to provide comments on the province’s draft legal documents. Examples include safety and labor regulations, local budgets, strategic plans, or circulars?
 Yes (please answer questions 5.1-5.2) No (please skip to question 5.3)
- 5.1. If yes, did you submit **comments** on those documents?
 Yes (please answer question 5.2) No (please skip to question 5.3)
- 5.2. Did your comments receive responses from authorized agencies?
 Yes (please answer question 5.2.1) No (please skip to question 5.3)
- 5.2.1. If yes, did the authorized agencies use your comments?
 Yes No
- 5.3. From your observation, what role do local business associations play in developing and getting provincial regulations passed?
 Very important role Important role Little role No role
6. Do you know **which government agencies or local organizations** will receive your petitions and/or handle obstacles and difficulties facing your firm?
 Yes (Please answer question 6.1) No (Please skip to question 7 in this section)
- 6.1. If yes, have you ever brought up the difficulties or problems to those agencies?
 Yes (Please answer question 6.2-6.4) No (Please skip to question 7 in this section)
- 6.2. Which agency or organization did you contact?.....
- 6.3. If yes, did you receive their responses and/or feedback for your questions/problems?
 Yes (Please answer question 6.4) No (Please skip to question 7 in this section)
- 6.4. Were you satisfied with their responses or their ways of handling the issue?
 Completely satisfied Satisfied Unsatisfied Completely unsatisfied
7. In your opinion, how often is the following statement true? “In the province, if a state official breaks the law (e.g. excessive inspections, asking for informal charges), I can appeal to a competent person at higher level for resolution
 Always Usually Occasionally Seldom Never
- 7.1. In your opinion, **how often is the following statement true?** “When violations like the ones above are discovered, leaders will discipline the offending staff?”
 Always In most cases Occasionally Seldom Never

G. ENVIRONMENT

1. Please rate the overall environmental quality (air quality, water quality (lakes, rivers, seas, litter, access to green spaces) in your province.
 Very good Good Moderate Bad Very Bad
2. Please rate the severity of environmental pollution in your province
 Very severe Severe Acceptable A little bit None
3. How does the level of pollution affect your firm’s business prospects?
 No Problem Negative EffectsSome Negative EffectsSevere Negative Effects

H. DISPUTE RESOLUTION, LAW AND ORDER

This section of the survey seeks to measure two important issues for Vietnamese businesses. First, we are interested in the process and costs of dispute resolution for firms like yours, including the use of courts, arbitration, and other processes. Second, we are interested in whether your firm is concerned about crime and the security of operations.

H1. Use of Local Courts

1. Do you agree with the following statement “I believe that the court and enforcement system.... of the province will uphold my contract and property rights in business disputes”?
 Strongly agree Agree Disagree Strongly disagree

2. From your observation or experience, do you agree with the following statements?

Statement	Strongly agree	Agree	Disagree	Strongly disagree
1. Economic cases are heard by courts at all levels in the province by the law	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Economic cases are heard quickly by courts at all levels in the province	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Court judgments are enforced quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Provincial legal aid agencies support business in the use of laws when disputes arise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Formal and informal costs from suing until enforcement of the judgments are acceptable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Judgments by the court are fair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. In case of encountering any disputes with business partners, will you appeal to the court for resolution?
 Yes (please skip to question 5)
 No (continue to answer question 4)
 Consider appealing to the court, but have not decided yet (continue to answer question 4)

4. If you don’t appeal to the court, what are the reasons?
 Other methods are more appropriate (please answer question 4.1)
 It takes too long for the dispute to be resolved (please skip to question 5)
 Costly dispute resolution expenses (please skip to question 5)
 Offering bribes to solicit favorable judgment is common (please skip to question 5)
 Insufficient capacity of court officials (please skip to question 5)
 Difficult to keep business secrets confidential (please skip to question 5)

- 4.1. If other methods are more appropriate, which method is the most effective:

- Trade arbitrator
 Asking an influential person in the government to handle
 Bring media attention to the case
 Using criminal gangs, mafia groups
 Other methods, please specify

5. Over the last 2 years, have your business used **court** to resolve **disputes** with clients, providers, or partners?
 Yes (please answer question 5.1) No (please skip to question 6)

- 5.1. If yes, please indicate how long on average it took for your disputes to be resolved?..... month(s).

6. Vietnam passed the Law on Commercial Arbitration (LCA) in 2010. Article 2 and 5 of the **domestic law** give firms in Vietnam more opportunities to address disputes with business partners. The law allows for disputants to seek binding arbitration over contracts in Vietnamese economic courts, but also in local and international arbitration centers. The article will protect businesses from discrimination, uncompensated seizure of property, denial of justice, intellectual property theft, and ensure free movement of capital.

6.1 Are you familiar with this *domestic* legal document?

- Yes] please answer questions 6.2
 No] please skip to question 7

6.2. If you are familiar with the *LCA*, do you believe the legal protections are adequate?

- Yes] please answer questions 6.3
 No] please answer questions 7

6.3. “We are interested in how this new *domestic law* will affect your contracting decisions in Vietnam.” Are you more or less likely to do business with the following partners?”

Partner	Much Less Likely	Less Likely	Somewhat Less Likely	No Change	Somewhat More Likely	More Likely	Much More Likely
	1	2	3	4	5	6	7
1. Vietnamese Private Firm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Vietnamese State Owned Firm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Foreign Firm in Vietnam	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Branch of Foreign Multinational Corporation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Overseas 3 rd Party Buyers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6.4. “Please estimate the effect of the new *domestic law* on sales growth for your business next year.” Increase by.....% / Decrease by.%/No change 0%

H2. Law and Order

7. Please provide your assessment of the security situation in your province? In other words, how well is your business protected from other burglary, break-ins, or other crimes to your business operations or personal life?

- Very good Good Fair Bad Very bad

7.1. Was your firm a victim of theft or break in last year?

- Yes (please answer question 7.2-7.4) No (please skip to question 8)

7.2. If yes, please indicate the value of lost or stolen goods or equipment?million VND

7.3 Did you report it to the local police?

- Yes (please answer question 7.4) No (please skip to question 8)

7.4. Did they handle your case effectively?

- Yes No

8. Did your firm pay money to gangsters, mafia groups to ensure the safety of your business operations in the province?

- Yes No

I. PROVINCIAL PROACTIVITY TOWARD THE PRIVATE SECTOR

In this section, we are interested in how provincial officials view private businesses. We begin with general questions about the attitude about officials, before asking more direct questions about whether you detect potential biases in favor of state firms, foreign firms, or connected firms that affect your business.

1. What do you perceive as the **attitude of provincial government officials** towards private business?

- Negative Somewhat negative Neutral Somewhat positivePositive

1.1. If there are **unclear points** in a specific central regulation, provincial People’s Committee and provincial departments tend to: (check ✓ only one option):

- Issue provincial regulations to resolve the lack of clarity
 Resolve the problem locally but does not issue an official regulation
 Delay the implementation and request further guidance from relevant central agencies
 Do nothing and wait for central authorities to resolve the lack of clarity on their own

2. Do you agree with the following statements? (Check ü only one box per statement)

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree
1. There are good initiatives in the province but they are not effectively implemented by provincial departments				
2. My provincial People’s Committee is very flexible, within the scope of laws, to create a favorable business environment				
3. Even when central regulations are unclear, my provincial People’s Committee is creative and clever in solving newly arising problems				
4. The provincial policies are good but improperly implemented at district level				
5. Favoritism towards big companies (both state-owned and private) is an obstacle to the operation of my business				
6. Provincial authorities seem to prioritize solving problems for FDI to domestic firms				
7. Difficulties and obstacles facing businesses are resolved timely during dialogues and meetings between provincial authorities and businesses				

3. Do you agree with the statement: “The provincial authorities seem to prioritize FDI attraction to domestic private sector development”.

- Strongly agree } Please continue to question 3.1 Disagree } Please skip to question 4
 Agree } Strongly disagree }

3.1. If you **agree** to the above statement, what **privileges/ favoritism** do the provincial authorities give to **foreign enterprises?** (Check ✓ all that apply)

- Favoritism in land access
 CIT holiday or reduction
 Simpler and less time-consuming administrative procedures
 More supports from local authorities in business operations
 Other privileges/favoritism (please specify):.....

4. Do you **agree with the following statement** “The favoritism of provincial authorities towards state owned or partly state-owned enterprises causes difficulties to your firm’s business operation”.

- Strongly agree } Please continue to question 4.1 Disagree } Please continue to question 5
 Agree } Strong disagree }

4.1. If you agree with the above statement, what **privilege/favoritism** do the provincial authorities give to corporations? (Check ✓ all that apply)

- Favoritism in land access
 Favoritism in access to loans
 Favoritism in granting mineral exploitation license
 Simpler and less time-consuming administrative procedures
 Easy to get state agencies’ contracts
 Favoritism in access to information (master plans, public investment projects...)
 Other privileges/favoritism (please specify):

5. Do you **agree with the following statement** “Government procurement contracts, land and other business resources mostly fall into the hands of enterprises that have strong connection with the provincial authorities”?
- Strongly agree
 Agree
 Disagree
 Strongly disagree

K. INTERNATIONAL ECONOMIC INTGRATION AND TRADE FACILATION

1. Vietnam has been integrating into the global economy and the Vietnamese government is currently in concluding negotiations and implementing commitments on several economic agreements. Please rate your knowledge of these arrangements?

Name of Trade Agreements	No Knowledge	Minimal Knowledge	Some Knowledge	High Knowledge
ASEAN Economic Community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FTA Vietnam- Korea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FTA Vietnam- EU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FTA between Vietnam and Customs Union	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comprehensive and Progressive Agreement for Trans Pacific Partnership(CPTPP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vietnam-US bilateral trade agreement (BTA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Please rate the ease of taking following measures to prepare for increasing global integration?

Measures	Very easy	Easy	Difficult	Very Difficult
Investing in human resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Investing in new technologies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fulfilling the requirements of local origin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved working conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greater concern for environment through green production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify:.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. What does your firm expect from Vietnamese government agencies? (Check all that apply)
- A government agency in charge of providing information and guidance for enterprises about FTAs
 The government should reform the business environment (transparency, reduce red tape) according to the commitments made under the trade agreement.
 My firm does not need anything from the Government
 Other, please specify:.....
4. If you ship product, which port or airport do you use most regularly for shipping?
(NAME OF PORT/AIRPORT)
- Don't know
- 4.1. If yes, do you use customs brokers for processing custom procedures?
 Yes (please continue to question 5) No (please continue to question 4.2)
- 4.2. 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

5. On average how long does it take to clear customs for your exported goods.....DAYS
 Don't know

6. If you import intermediate goods, on average how long does it take you to clear customs?.....DAYS
 Don't know
7. Have you ever paid an informal charge to expedite import/export procedures?
 YES (Please answer question 7.1).
 NO (Please skip to question 8)
 Don't know (Please skip to question 8)

- 7.1. If YES, during what procedure did you make the informal payment?

- Document processing Cargo unloading Cargo transportation
 Customs inspection Cargo storage Specialized inspections
 Cargo loading

8. If NO, do you believe your firm was injured due to delays or damaged good, while your imports or exports were being processed?
 YES
 NO

9. Do you agree with the following statements if your import/export goods are subject to specialized inspection?

Activities	Strongly agree	Agree	Disagree	Strongly agree
The frequency of specialized inspections is low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of entities that are authorized to perform actual goods inspections is low.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The procedures at the competent agencies of inspection are favorable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The procedures of specialized inspections are sufficiently digitized.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

L. OHER ISSUES

Your answers to the questions under this section will provide information about difficulties that businesses are facing as well as useful policy recommendations for provinces to address these difficulties.

1. If your firm were planning to **expand your business to another province/city in Vietnam or another country**, which location would you choose? (Please name only **one** province/city or country)

- 1.1. Please explain why your firm would choose the new location? My firm's choice is made on the account of:
 Business opportunities
 Market size
 Labor quality
 Infrastructure
 Good governance (for example: fast administrative procedures, minimal informal cost)
 Other (Please specify).....
- 1.2. Does your firm plan to move all your business to the above-mentioned location?
 Yes No

2. The new leadership has made commitment to improve the business environment through formal laws and regulations, but also in informal speeches and communications with firms like yours. How confident are you that leaders of the following agencies will take action to implement their commitment based on your experience with previous commitments?

	Very Confident	Confident	Partly Confident	Not Confident at All
Central leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Provincial leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. From your firm's observation and experience, how do you rate the changes in the following areas in your province in 2017 as compared the previous years?

No.	Areas	Positive	Pretty positive	No changes	Somewhat negative	Negative
1	Business establishment					
2	Construction permit					
3	Access to electricity					
4	Property registration					
5	Access to loans/credits					
5	Investor protection					
7	Tax					
8	Social insurance					
9	Import - Export (International trade - Customs)					
10	Contract enforcement					
11	Dealing with insolvent businesses (Bankruptcy)					

OPTIONAL QUESTIONS

1. Please list the **5 most difficult issues** (by order of importance) relating to provincial business environment you have encountered.

1.
2.
3.
4.
5.

2. In your opinion, what are the **5 specific solutions** (by order of priority) the provincial authorities should focus on in the near future?

1.
2.
3.
4.
5.

3. **Other issues** you would like to raise relating to the provincial business environment.

1.
2.
3.
4.
5.



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