



PCI 2018

Survey Questionnaire

2018 Provincial Competitiveness
Index (PCI)
Foreign Investor Module



USAID
FROM THE AMERICAN PEOPLE





PCI
2018

SURVEY QUESTIONNAIRE

2018 PROVINCIAL COMPETITIVENESS INDEX (PCI)

Foreign Investor Module

..... (City/Province), date month 2018

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

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
2. In what year did your company receive its investment license? YEAR
3. According to your most recent investment license, what is the licensed amount of capital you are allowed to invest in Vietnam?USD.
4. 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)?

	1. Under 0.5 BVND (25,000 USD)	2. From 0.5 to under 1 BVND (50,000 USD)	3. From 1 to under 5 BVND (250,000 USD)	4. From 5 to under 10 BVND (500,000 USD)	5. From 10 to under 50 BVND (2.5 million USD)	6. From 50 to under 200 BVND (10 million USD)	7. Between 200 and 500 BVND (25 million USD)	8. Above 500 BVND (25 million USD)
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"/>
To date in 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"/>

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
 - Others (please specify)
7. Please list the firm’s 3 main product lines or services in as much detail as possible. (i.e. write household furniture instead of wood products)
 - 7.1
 - 7.2
 - 7.3
8. Which of the following categories best describe your company’s current legal form?
 - 100% Foreign owned enterprise
 - Joint-Venture with a Vietnamese Private Enterprise
 - Joint-Venture with a Vietnamese State-Owned Enterprise
 - Registered as a domestic company under the Unified Enterprise Law.
 - Other, please specify:
9. Are your operations in Vietnam a subsidiary of a multi-national corporation with its headquarters outside Vietnam?
 - YES (Please answer question A9.1)
 - NO (Please skip to question A10)

9.1. If yes, what is the 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?

	1. Less than 5	2. From 5 to 9	3. From 10 to 49	4. From 50 to 199	5. From 200 to 299	6. From 300 to 499	7. From 500 to 1000	8. 1000 and over
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"/>
End of 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"/>
To date in 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"/>

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?

	1. Loss of 10% of revenue or greater	2. Between 10 and 5% loss	3. Between 5 and 0% loss	4. Broke even	5. Between 0 and 5% profit margin	6. Between 5 and 10% profit margin	7. Between 10 and 20% profit margin	8. Over 20% profit margin
First year after 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"/>
End of 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"/>
To date in 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"/>

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 2017?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
- Sold domestically to private firms
- Sold to foreign individuals located in Vietnam
- Sold to foreign firms located in Vietnam
- Exported to home country
- Exported to a third country, which country.....?
- Exported indirectly through overseas buyer or larger foreign company. Which country is the purchaser from?

- 14.1. Please estimate the share of your overall sales accounted for by your single largest customer? *(This could be to a domestic customer, an overseas buyer, you're the lead firm in your supply chain, or your parent company.)*
.....%
15. Please estimate the total value of your expenditures (including those purchases in domestic market and imported) for intermediate goods and services in 2017?USD
16. Who are your suppliers of intermediate goods and services? *Please check all that apply.*
- Stated Owned Enterprises
- Domestic private companies
- Foreign companies in Vietnam
- Household business or individuals
- Produced in-house by your local operations
- Imported from home country
- Imported from a third country, which country.....?
- Received from foreign buyer of your products
- Received from the multinational corporation for which you are subsidiary.

B. BUSINESS START-UP

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. 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"/> Có <input type="checkbox"/> Không
Advertisement license	<input type="checkbox"/>	<input type="checkbox"/> Có <input type="checkbox"/> Không
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"/> Có <input type="checkbox"/> Không
Certificate of Technical-Regulation Conformity	<input type="checkbox"/>	<input type="checkbox"/> Có <input type="checkbox"/> Không
Other, please specify	<input type="checkbox"/>	<input type="checkbox"/> Có <input type="checkbox"/> Không

3. 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 1-3 months 6 months to 1 year
- Within one week 3-6 months More than 1 year
- Over one week to less than a month
4. Did you pay an informal charge to expedite the delivery of the registration certificate?
- Yes No

5. 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*):
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 question B6.1 to B6.6*)
- No (*Please skip to Section C*)
- 6.1. Was your firm provided with a corporate income tax holiday? Yes No
- 6.2. Was your firm provided with a corporate income tax reduction? Yes No
- 6.3. Were you provided with a reduction in land use right purchase fees? Yes No
- 6.4. Were these the province's original offers or were they negotiated? Original offer Negotiated
- 6.5. Would you have invested in the province without the tax incentive? Yes No

C. BUSINESS PREMISES

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. Do you have a land use rights certificate (LURC) for this plot of land?
- Yes (*Please answer questions D3.1 and D3.2*)
- No, we rent or lease land (*Please skip to question D4*)
- No, LURC held by joint venture partner (*Please skip to question D4*)
- 3.1. What year did you receive the land use rights certificate? YEAR
- 3.2. From the day you submitted your application, how long did it take to receive the LURC? DAYS
4. Please evaluate your perception of the risk of expropriation of your business premises
- Very Low Low Moderate High Very High
5. 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 5.1*) No (*please skip to Section D*)
- 5.1. If **yes**, has your firm encountered any difficulties when implementing these procedures with provincial State agencies?
- Yes (*please answer Question 5.2*) No (*please skip to Section D*).
- 5.2. 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

D. REGULATORY & ADMINISTRATIVE COSTS**D1: General Administrative Procedures**

1. 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 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 troublesome administrative procedures (Multiple choices)
- Social insurance Environment Protection Land (site clearance)
- Investment and business registration Customs Fire fighting and protection
- Tax Construction Labor
- Payment clearance through State Treasure Transportations Food safety and sanitation
- Market regulation
- Other (Please specify):.....

D2: Inspections and Examinations

3. How many total times was your business inspected/examined in 2017?..... times
- 3.1. Were the inspections/examinations ever overlapped with each other?
- Yes No
4. Please list the agencies that inspected and examined your firm in 2017?
- Fire and Safety Labor Regulators Audit
- Transportation Inspectors Market Regulator Food Safety and Sanitation
- Economic Police Environment Inspectors Construction
- Customs Authorities Tax Authority Planning and Investment
- Other (please specify):.....
- 4.1. 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
- Other, please specify:.....
- 4.2. During any of the inspections, did you provide a gift or informal payment to the examiner?
- Yes (go to Question 4.3) No (Skip to Question 5)
- 4.3 Who initiated the informal payment?
- I offered it.
- The examiner requested it.
- It is a standard. Nobody needed to say anything.

D3: Informal Charges in Business Related Activities

5. 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

6. On average, what percentage of income do firms in your line of business typically pay per annum in unofficial payments to public officials?
- 0% From 5% to less than 10%
- Less than 1% From 10% to less than 20%
- From 1% to less than 2% From 20% to less than 30%
- From 2% to less than 5% Over 30%

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

Always Usually Sometimes Seldom Never

7.1. To avoid culpability for paying informal charges, have you ever (Check all that apply)

- Hired a law firm or business facilitator to complete the business procedure
- Sub-contracted to another foreign firm to complete the business procedure
- Sub-contracted to a Vietnamese firm to complete the procedure
- None of the above.

D4: Government Procurement Procedures

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

- Yes (please answer questions 8.1-8.4).
- No (please skip to question 9).
- I don't know (please skip to question 9).

8.1. How did you learn about the government procurement opportunity? (Check only one answer)

- Provincial portal/website
- Provincial newspaper
- National Procurement Network
- Procurement Newspaper
- Provincial agencies directly notice firm of the bidding
- Friends, relatives
- Others, please specify:.....

8.2. 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

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

8.4. Given your experience, who often initiates the commission request?

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

9. Given your experience, operating in Vietnam, do you believe that firms that refuse to pay commissions when bidding on government contracts are disadvantaged in the selection process?

Always Usually Sometimes Seldom Never

10. Do you win the bid? Yes No

E. INFRASTRUCTURE

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	<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 concentrations	<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. Ports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Bridges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Airports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Railway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Waste treatment facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Connectivity of road and port	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Connectivity of road and airport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Connectivity of rail and road	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 Don't know

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

Yes No

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

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

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

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

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

Yes No

3.6. If Yes, was your firm compensated fairly?

Always In most cases Sometimes Rarely Never

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

F. LABOR QUALITY/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. Long-term workers hired with formal contracts?..... %

1.4. Long-term workers hired without formal contracts?..... %

1.5. Foreign (non-Vietnamese) workers %

1.6. In the last year, what is the percentage of recruitment cost in the total business costs? %

1.7. Please evaluate how easy or difficult it is to recruit workers in these specific areas?

	Very easy	Easy	Slightly 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. Accountants	<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/Financial Managers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. 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
2.1. General education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2. Vocational training for labor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3. Labor exchange or recruitment bureaus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4. Labor dispute settlement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.1. Based on your experience of using the local labour, please assess the quality of labour in the province:

- Workers' skills were sufficient to meet company's needs
- Workers' skills were partially sufficient to meet company's needs
- Workers' skills were somewhat not sufficient to meet company's needs
- Workers' skills were completely not sufficient to meet company's needs

3. In the past year, what percentages of workforce were newly-hired? %

3.1. What percentage of business costs did your firm spend in labor training? %

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

4. 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.

4a. **Share of Operating Costs:** (Please simply write the highest cost you would be willing to assume)..... %
 0%

4b. Which types of reforms would you 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

4c. Which of your products or services, do you believe the consulting company is most interested in? Please write it here

5. Is there a union in your Firm?

- Yes. → 5.1. When was the union established?
- No (*Please continue to question 6*)

6. Who represent the workers in communicating with the management?

- Enterprise Union officials HR Officers
- Representatives of workers No one. Workers communicate themselves

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

- NO (*Skip to question 9*)
- YES (*Please continue to answer question 7.1*)

7.1. How many total strikes did your company experience last year? strikes.

7.2. Please estimate the total number of work days that were lost to the strikes?..... days

7.3. Please estimate the total amount of output that was lost due to closed factories (as a percentage of annual revenue)%

7.4. In your opinion, were the workers' demands legitimate? Yes No

7.5. Did your company eventually meet the demands of the striking workers? Yes No

8. When the strike occurred how did local government respond? (*Check all that apply – labor public services*).....

- 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*):.....

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.

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

- Yes No

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).

9a. 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.

9b. 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 $\frac{1}{4}$ of the monthly salary.
- Severance allowances are not extended to apply to employees reaching retirement age, and these allowances remain at $\frac{1}{2}$ of the monthly salary.

9c. 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.

9d. 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."

- I Agree Disagree

G. TRANSPARENCY AND PARTICIPATION

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)					

1.1. Have you ever accessed the provincial budget information?

- Yes No

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

- Very Good Good Satisfactory Poor Very Poor

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

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

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

- Yes No

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

- Yes No

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

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

- Yes (*please go to question 2.1*) No (*please go to question 3*)

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*):.....

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

	Never	Seldom	Sometimes	Usually	Always
3.1. Changes in laws and regulations at the central level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2. Changes in the regulations at the provincial level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3. 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"/>

H. ENVIRONMENT

1. Please rate the overall environmental quality (air quality, water quality (lakes, rivers, sea), 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 affects your firm's business prospects?

- No Problem Some Negative Effects Negative Effects Severe Negative Effects

I. DISPUTE RESOLUTION

1. Over the last TWO years, have you encountered any disputes with Vietnamese clients, providers, or partners?

- YES (*Please continue to question 2*)
 NO (*Please skip to question 5*)

2. If yes, did you appeal to a Vietnamese court for dispute resolution?

- YES (*Please skip to question 4*)
 NO (*Please continue to question 3*)
 Considering whether to appeal to the court (*Please skip to question 4*)

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
 - Asking an influential person in the government to handle
 - Bring media attention to the case
 - Using criminal gangs, mafia groups
 - Other, please specify
5. Vietnam recently passed the Law on Commercial Arbitration (LCA). 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.

5.1. Are you familiar with this *Domestic* legal document?

- Yes (please answer question 5.2) No (please skip to question 6)

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

- Yes (please answer questions 5.3) No (please answer questions 6)

5.3. "We are interested in how this *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
5.3.1. Vietnamese Private Firm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3.2 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"/>
5.3.3 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"/>
5.3.4 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"/>
5.3.5 Overseas 3rd Party Buyers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5.4. "Please estimate the effect of the new *Domestic Law* on sales growth for your business next year."

- Increase by.....%
- Decrease by.....%
- No change 0%

6. Please provide your assessment of the security situation in your province?
 Very good Good Fair Bad Very bad
7. Was your firm a victim of theft or break in last year?
 Yes (*please answer question 7.1*) No (*please skip to question 8*)
- 7.1. If yes, please indicate the value of lost or stolen goods or equipment?millionVND
- 7.2. Did you report it to the local police?
 Yes (*please answer question 7.3*) No (*please skip to question 8*)
- 7.3. Did they handle your case effectively?
 Yes (*please continue to question 8*) No (*please continue to question 8*)
8. Does your firm have to pay money to gangsters, mafia groups to ensure the safety of your business operation in the province?
 Yes No

J. ATTITUDE

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 /city or country, which province/city or country would you choose? (*please name **only one** location*) _____
- 3.2. State the reasons why you choose this location:
 Business Opportunities
 Market size
 Labor quality
 Labor costs
 Infrastructure
 Good governance (i.e. : fast administrative procedures and minimal informal cost)
 Other, please specify:

4. The new leadership in Vietnam 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 much do you believe that leaders of the following agencies will take action to implement their commitment based on your experience with previous commitments?

	Strongly believe	Believe	Partly believe	Not believe 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"/>

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

No	Areas	Very good	Good	Fairly good	Bad	Very bad
1	Business establishment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Construction permit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Access to electricity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Property registration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Access to loans/credits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Investor protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Tax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Social insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Import - Export (International trade - Customs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Contract enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Dealing with insolvent businesses (Bankruptcy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

K. INTERNATIONAL ECONOMIC INTEGRATION

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 your firm's taking following measures undertaken to prepare for increasing global integration 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 skip 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
 - Customs inspection
 - Cargo loading
 - Cargo unloading
 - Cargo storage
 - Cargo transportation
 - Specialized inspections

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
1. The frequency of specialized inspections is low				
2. The number of entities that are authorized to perform actual goods inspections is low.				
3. The procedures at the competent agencies of inspection are favorable				
4. The procedures of specialized inspections are sufficiently digitized.				

L. OTHER ISSUES (OPTIONAL) ARE THERE ANY OTHER ISSUES YOU WOULD LIKE TO RAISE RELATED TO THE PROVINCIAL INVESTMENT ENVIRONMENT?

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. 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.

THANK YOU FOR YOUR COOPERATION



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Form A