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Questionnaire

Vietnam Justice Index

[FIELD SUPERVISOR: PLEASE FULFILL IN FIELDS (1) AND (2), SIGN AFTER REVIEWING THE WHOLE QUESTIONNAIRE, AND REQUEST THE INTERVIEWER TO SIGN ON THE FRONT AND BACK COVERS OF THE QUESTIONNAIRE]

Respondent's number according to the list "Persons invited to exchange the questionnaire"
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(1) Interview Location

Province/Centrally-run City:

District/Town/Provincial City:

Commune/Ward:

Village/Hamlet/Residential area:

(2) Certification by field supervisor and interviewers

Interview date: / / 2012

Duration of interview: minutes

Name and Signature of Interviewer:/ Signature:

Name and Signature of Field Supervisor:/ Signature:

(3) Certification by data entry officer

Date of data entry: / /2012

Name and Signature of data entry person:/ Signature:

Commencement time ☐☐☐☐ [24 hour time system]

Introduction

[Interviewer introduces the purpose of the exchange]

My name is....., a member of a research team with the aim to improve the efficiency of the state management and people's lives.

- I would like to have a conversation with you in 30 minutes.
- Your name as well as our conversation will be kept confidential. Do not hesitate to ask if you do not understand the question.
- You can say “*Don't Know*” if you don't know the answer, or “*Reluctant to Answer*” if you do not want to answer a question in detail.

Thanks for your cooperation. Now, let's get started.

[Note to the Interviewer:

- 1. Don't read aloud options “Don't Know” (DK) and “Reluctant to Answer” (RA). Mark either option based on the actual response from the interviewees that he/she doesn't know the answer, or the hesistance to respond from face reading.*
- 2. Expressions/statements in bold and italic within the punctuation [...] are those for interviewers only. It means that you will perform those requests by yourself.]*

A.

A01. Interviewee's gender *[Interviewer to mark gender of respondent]*

- ☐ 1. Male ☐ 2. Female

A02. When were you born?

[Interviewer: enter four digits; if the interviewee does not remember his/her age, the interviewer will guess his/her year of birth]

A03. How long have you lived in this commune/ward?..... years ☐ 88. [DK]

A04. How long have you lived in this province/city?..... years ☐ 88. [DK]

A05. Do you have “hộ khẩu” (permanent residence registration) in this ward/commune?

- ☐ 0. No
- ☐ 1. Yes, permanent registration ☐ 88. [DK]
- ☐ 2. Yes, temporary registration ☐ 99. [RA]

A06. What is your main job/occupation at present?

[Interviewer: ENTER the information about the job/occupation answered by interviewee on dotted line ...; then TICK one of the following options listed]

-
- ☐ 1. Agriculture/forestry work
 - ☐ 2. Daily paid/seasonal/part-time job
 - ☐ 3. Monthly paid worker
 - ☐ 4. Self-employed, running petty trade (doing business/providing service, or being an artisan) without business registration
 - ☐ 5. Owner of enterprise, household business with business registration
 - ☐ 6. Public servant/official
 - ☐ 7. Retired
 - ☐ 8. Unemployed (including: waiting for job/losing work capacity)
 - ☐ 9. Homemaker
 - ☐ 10. Student/trainee

[NOTE: A6a is for data entry officer fulfilling information after the interview]

A6a. In which sector is your current primary occupation?

- ☐ 1. Agriculture /forestry
- ☐ 2. Industry (Private)
- ☐ 3. Industry (State-owned)
- ☐ 4. Industry (Foreign/Joint venture)
- ☐ 5. Service/Business (Private)
- ☐ 6. Service/Business (State-owned)
- ☐ 7. Service/Business (Foreign/Joint venture)
- ☐ 8. Government
- ☐ 9. Military/Public security
- ☐ 77. Other (please specify):.....

L.

L01. Have you ever been **employed** before?

[Interviewer: explain that work can be daily paid job, seasonal job (including house servant), monthly paid job, or permanent government employment]

- ☐ 0. Never → **GO TO L16** (Scenario)
- ☐ 1. Used to work or currently being employed → **GO TO L02**

L02. During the working time, have you ever met any problems regarding labour?

- ☐ 1. Yes → **GO TO L02a**
- ☐ 0. No → **GO TO L16** (Scenario)
- ☒ **99. RA** → **GO TO L16** (Scenario)

L02a. To help you recall, I would like to list some labour problems as follows, if you have ever met those problems, please let us know. **[MULTIPLE CHOICES]**

L02a. Problems regarding labour		L03. When did the problem happen? <i>[Interviewer: enter 4 digits or “8888” = don’t remember; If there are several problems in the same section, for example in section a/ salary, wage, enter the time of the latest problem]</i>
<input type="checkbox"/> 1	Salary, wage (including salary, bonus reduction regime when employee violates the internal labour regulations or the enterprise owes employee’s salary)	Year
<input type="checkbox"/> 2	Work safety and hygiene	Year
<input type="checkbox"/> 3	Social insurance system (including unemployment insurance)	Year
<input type="checkbox"/> 4	Overtime	Year
<input type="checkbox"/> 5	Probation conditions and duration	Year
<input type="checkbox"/> 6	Maternity leave	Year
<input type="checkbox"/> 7	Sick leave and sabbatical leave	Year
<input type="checkbox"/> 8	Compensation for personal accident at work	Year
<input type="checkbox"/> 9	Termination of permanent Government employment /labour contract/job termination, job leave (including severance allowance compensation of training fee)	Year
<input type="checkbox"/> 10	Employment contract for working abroad	Year
<input type="checkbox"/> 77	Other problems (please specify)	Year
<input checked="" type="checkbox"/> 88	DK	Year

[Interviewer: based on the answer of L02a.

- If there is only one problem, go to L04*
- If there is more than one problem, please record the CODE of the latest problem in this blank: and move to L04]*

L04. In the **latest** problem, which of the following subjects did you belong to?

[Interviewer: after asking L04, move to L05 -> L06 -> L07]

L04. In the latest problem, which of the following subjects did you belong to?		L05. What was the labour agreement/engagement form?		L06. What was the result of problem settlement?		L07. What action did you take in order to settle the problem?	
<input type="checkbox"/> 1	Permanent Government employee	<input type="checkbox"/> 1	Recruitment/appointment decision (as permanent government employee)	<input type="checkbox"/> 0	Unsolved	<input type="checkbox"/> 1	Did nothing → GO TO L08
<input type="checkbox"/> 2	Seasonal/daily paid employee or employee with working term less than 3 months	<input type="checkbox"/> 2	Written agreement	<input type="checkbox"/> 1	Unfinished	<input type="checkbox"/> 2	Settled the problem directly with the disputing party → GO TO L09
<input type="checkbox"/> 3	Employee with working term of 3 months or more	<input type="checkbox"/> 3	Verbal agreement	<input type="checkbox"/> 2	I won the case	<input type="checkbox"/> 3	Settled the problem with the assistance and involvement of a 3rd party → GO TO L10
<input type="checkbox"/> 4	House servant	<input type="checkbox"/> 77	Other (please specify)	<input type="checkbox"/> 3	The other party won the case	<input type="checkbox"/> 99	RA → GO TO L15
<input type="checkbox"/> 77	Other (please specify)	<input type="checkbox"/> 88	DK	<input type="checkbox"/> 4	Each side won something		
				<input type="checkbox"/> 99	RA		

L08. Why didn't you take action to settle the labour problem? Please provide reasons:

[MULTIPLE CHOICES]

- ☐1. I could not settle by myself
- ☐2. The stake was too small to do anything about this problem
- ☐3. I couldn't afford the time to solve the problem
- ☐4. I couldn't afford the money/expenses to solve the problem
- ☐5. I felt that I was disadvantaged so I accepted to suffer loss
- ☐6. I felt that I had no strong ground for settlement due to verbal agreement
- ☐77. Other reasons (please specify):

.....
☐ 99. **[RA]**

GO TO → L15

L09. Why did you settle the problem directly with the disputing party? **[MULTIPLE CHOICES]**

- ☐1. I believed that I could do that
- ☐2. I didn't know anybody who could help me solve the problem
- ☐3. The stakes were too small to do anything about this problem
- ☐4. It would be time-consuming if there was the involvement of 3rd party
- ☐5. I couldn't afford the money/expenses to solve the problem

☐ 77. Other reasons (please specify):

☐ 99. [RA]

L09a. Did you strike or gather with other employees to request to solve the problem?

☐ 1. Yes

☐ 0. No

☐ 99. RA

GO TO → L15

L10. To settle the dispute, did you request the assistance from any of the organisations or individuals below?

[Interviewer: explain that the interviewee should mention all agencies and individuals that they asked to settle the case and record at L10. If there is only one answer, skip L12, L13 and L14, and MOVE TO → L15].

L10. Organizations, agencies and individuals <i>[Interviewer: “88” = don’t remember or DK]</i>	L11. Your observation on the settlement of the organizations, agencies and individuals that you approached [MULTIPLE CHOICES] <i>[Interviewer: enter the code of the answer as follows: 1= Yes; 2= No; 88= DK]</i>					L12. Which one did you approach first? <i>[Interviewer: tick X to relevant response in L10; “88” = don’t remember or DK]</i>	L13. Among those agencies and individuals, which one played the most important in helping the settlement of your dispute? <i>[Interviewer: “88” = DK]</i>	L14. Among those agencies and individuals, which one played the least important in helping the settlement of your dispute? <i>[Interviewer: “88” = DK]</i>
	Professional attitude and manner	Clear and transparent procedures	Cost effective	Responsive	Corrupt			

L15. Based on your observation, did the disputing party employ any of the following methods during the process of problem settlement? [MULTIPLE CHOICES]

☐ 1. Pressures from their relatives working in the State offices

☐ 2. Threaten/hire someone to put pressure on you/your family

☐ 3. Pressures from public media

☐ 4. Pay “extra” money to get the dispute settled in favour of their side

☐ 5. Do nothing

☐ 88. DK

☐ 99. RA

GO TO → L21.

L16. HYPOTHETICAL SCENARIO

A private enterprise did not pay wages for its 150 workers for 6 months. While the workers have continued working at the enterprise, they don't know when their salaries will be fully paid.

L16. If you were one of those workers of the above enterprise, what would you do to protect your interests?

- ☐ 1. Quit the job and accept to lose 6-month salary. → GO TO L17
- ☐ 2. Continue working and hope to be paid when the enterprise becomes stable again
→ GO TO L17
- ☐ 3. Disagree to lose 6-month salary and find a way to request the enterprise owner to pay the indebted salary. → GO TO L18
- ☐ 88. [DK] → GO TO L21

L17. Which reason makes you accept to lose 6-month salary?
[MULTIPLE CHOICES]

- ☐ 1. Don't know how to request for payment of owed salary.
- ☐ 2. Can't afford the time to pursue the claim and struggle for owed salary
- ☐ 3. Can't afford the money/expenses to solve the problem
- ☐ 4. I felt that I was disadvantaged so I accepted to suffer loss
- ☐ 5. Don't complain to the state agencies as I don't trust the problem to be solved
- ☐ 77. Other reasons (please specify): .

.....
☐ 99. [RA]

GO TO → L21

L18. Don't accept to lose 6 month salary, would you think of any methods? [MULTIPLE CHOICES]

[Interviewer: Please show SHEET X (Options for labour dispute resolution) to the interviewee; fill the answer code in the Questionnaire.]

NOTE:

- Interviewer need to clarify that interviewee can choose one or more than one option
- If the interviewee chooses only one option, skip L19, L20 and GO TO L21].

L18. Settlement option CODE	L19. Which would be the most effective method? <i>[Interviewer: "88" = don't know]</i>	L20. Which would be the least effective method? <i>[Interviewer: "88" = don't know]</i>

L21. Your opinion about the following viewpoints:

Viewpoints	1. Agree	2. Partially agree	3. Don't agree	88. DK	99. RA
a. When a labour dispute occurs, the Labour Union will stand on the employees' side					
b. The use of child labour under 15 years old is popular in your local area.					

B.

B01. Have you/your household ever met any problem with **state agencies** in **business, production operations**?

☐ 1. Yes → GO TO **B01a**

☐ 0. No. → GO TO **B13**

☐ 2. I/my household do/es not carry out any business, production operations → GO TO **D**

☐ 99. RA → GO TO **B13**

B01a. To help you recall, I would like to list some problems as follows:
[MULTIPLE CHOICES]

B01a. Problems		B02. When did the problem happen? <i>[Interviewer: write down 4 digits, or “8888” = don’t remember; If there are several problems in the same section, for example: a- business registration, enter the time of the latest problem]</i>
<input type="checkbox"/> 1	Procedures of business registration and licenses to practice	Year.....
<input type="checkbox"/> 2	Procedures of payment and methods to impose license tax and other kinds of taxes	Year.....
<input type="checkbox"/> 3	Custom procedures	Year.....
<input type="checkbox"/> 4	Environment (violation of environmental regulations, waste disposal)	Year.....
<input type="checkbox"/> 5	Conditions and requirement on labour/labour safety and hygiene in production/business establishments	Year.....
<input type="checkbox"/> 6	Conditions of food safety	Year.....
<input type="checkbox"/> 7	Regulations on market management	Year.....
<input type="checkbox"/> 8	Fire prevention and safety	Year.....
<input type="checkbox"/> 9	Security and social order	Year.....
<input type="checkbox"/> 10	Business inspection	Year.....
<input type="checkbox"/> 11	Goods transportation	Year.....
<input type="checkbox"/> 77	Other problems (please specify)	Year.....
<input type="checkbox"/> 77	DK	Year.....

[Interviewer: based on the answer in B01a.

- If there is only one problem, move to B03*
- If there is more than one problem, fill the CODE of the latest problem in the following blank: and move to B03]*

B03. Please inform the result of the above- mentioned problem settlement? (**the latest problem**)? *[Interviewer: ask B03 → B04 → B05, respectively]*

B03. Result of problem settlement		B04. How long did it take/has it taken to settle the problem? <i>[Interviewer: enter the total number of months]</i>	B05. What action did you take in order to settle the problem?
<input type="checkbox"/> 0	Unsolvedmonths	<input type="checkbox"/> 1 Complied with the requirements of the state agencies → GO TO B06
<input type="checkbox"/> 1	Unfinished.		<input type="checkbox"/> 2 Settled the problem directly with the representative of the state agencies → GO TO B07
<input type="checkbox"/> 2	Resolved in my favour		<input type="checkbox"/> 3 Settled the dispute with the assistance of the 3rd party → GO TO B08
<input type="checkbox"/> 3	Resolved not in my favour		<input checked="" type="checkbox"/> 99 RA → GO TO B13
<input type="checkbox"/> 4	Each side won something		
<input type="checkbox"/> 99	RA		

B06. You complied with the requirements of competent agencies because: **[MULTIPLE CHOICES]**

- ☐1. The requirements state agencies is reasonable
- ☐2. It would take time to complaint and request the authorities to consider and settle the dispute
- ☐3. The procedures of complaint is complicated
- ☐4. I couldn't afford the money to pursue the complaint
- ☐5. I complied with because I would continue doing business here
- ☐77. Other reasons (please specify):
.....
- ☒ 99. [RA]

GO TO → B13

B07. Why did you directly settle the problem with the representative of state agencies without any assistance from other (third) party? **[MULTIPLE CHOICES]**

- ☐1. I believed I could do that
- ☐2. I didn't know who could help
- ☐3. The stakes were too small to do anything about this problem
- ☐4. It would be time-consuming if there was the involvement of 3rd party
- ☐5. I couldn't afford the money/expense
- ☐6. I accepted to pay an unofficial fee or "bribe" to settle it down
- ☐77. Other reasons (please specify):
.....
- ☒ 99. [RA]

GO TO → B13

B08. To settle the dispute, did you request the assistance from any of the organisations or individuals below?

[Interviewer: explain that the interviewee should mention all agencies and individuals that they asked to settle the case and record at B08. If there is only one answer, skip B11 and B12, MOVE TO → B13].

B08. Agencies, organizations and individuals <i>[Interviewer: “88” = don’t remember or DK]</i>	B09. Your observation on the settlement of the organizations, agencies and individuals that you approached [MULTIPLE CHOICES] <i>[Interviewer: enter the code of the answer as follows: 1= Yes; 2= No; 88= DK]</i>					B10. Which one did you approach first? <i>[Interviewer : tick X to relevant response in B08; “88” = don’t remember or DK]</i>	B11. Among those agencies and individuals, which one played the most important in helping the settlement of your dispute? <i>[Interviewer: “88” = DK]</i>	B12. Among those agencies and individuals, which one played the least important in helping the settlement of your dispute? <i>[Interviewer : “88” = DK]</i>
	Professional attitude and style	Clear and apparent procedures	Cost effective	Responsive	Corrupt			

B13. Have you or your household met any problems listed below in your **business, trade operation?** **[MULTIPLE CHOICES]**

B13. Problems		B14. When did the problem happen? <i>[Interviewer: enter 4 digits or “8888” = don’t remember; If there are several problems in the same section, for example: b- borrow capital from bank, enter the time of the latest problem]</i>
<input type="checkbox"/> 1	Borrow money/capital/credit among individuals (tontine)	Year.....
<input type="checkbox"/> 2	Borrow capital from banks	Year.....
<input type="checkbox"/> 3	Dispute on the conclusion and performance of commitment/agreement/contract	Year.....
<input type="checkbox"/> 4	Dispute among individuals contributing capital/shareholders (capital withdrawal, profit division, debt settlement)	Year.....
<input type="checkbox"/> 5	Settle the business closure/bankruptcy	Year.....
<input type="checkbox"/> 77	Other problems (please specify):	Year.....

<input type="checkbox"/> 0	No	→ GO TO D01
<input type="checkbox"/> 99	RA	→ GO TO D01

[Interviewer: based on the answer in B13.

- If there is only one problem, move to B15*
- If there is more than one problem, please fill the CODE of the latest problem in this blank and move to B15]*

B15. Please inform the result of the above- mentioned problem settlement (**the latest one**):

B15. What was the result of problem settlement?		B16. What action did you take in order to settle the problem?	
<input type="checkbox"/> 1	Unfinished.	<input type="checkbox"/> 1	Did nothing → GO TO B23
<input type="checkbox"/> 2	Resovled in my favour	<input type="checkbox"/> 2	Settled the problem directly with the disputing party → GO TO B17
<input type="checkbox"/> 3	Resovled not in my favour	<input type="checkbox"/> 3	Settled the problem with the assistance and involvement of a 3rd party → GO TO B18
<input type="checkbox"/> 4	Each side won something	<input type="checkbox"/> 99	RA → GO TO B23
<input type="checkbox"/> 99	RA		

B17. Why did you directly settle the problem with the disputing party:
[MULTIPLE CHOICES]

- ☐1. I believed that I could do that
- ☐2. I did't know who could help
- ☐3. I didn't want a small dispute affecting long-term business relationship
- ☐4. It would be time-consuming if there was the involvement of a 3rd party
- ☐5. I couldn't afford the money/expenses to solve the problem
- ☐77. Other reasons (please specify):

.....

.....

☐ 99. RA

GO TO → B23

B18. To settle the dispute, did you request the assistance from any of the organisations or individuals below?

[Interviewer: explain that the interviewee should mention all agencies and individuals that they asked to settle the case and record at B18. If there is only one answer, skip B20, B21, B22, and MOVE TO → B23].

B18. Organizations, agencies and individuals <i>[Interviewer: “88” = don’t remember or DK]</i>	B19. Your observation on the settlement of the organizations, agencies and individuals that you approached [MULTIPLE CHOICES] <i>[Interviewer: enter the code of the answer as follows: 1= Yes; 2= No; 88= DK]</i>					B20. Which one did you approach first? <i>[Interviewer: tick X to relevant response in B18; “88” = don’t remember or DK]</i>	B21. Among those agencies and individuals, which one played the most important in helping the settlement of the problem? <i>[Interviewer: “88” = DK]</i>	B22. Among those agencies and individuals, which one played the least important in helping the settlement of the problem? <i>[Interviewer: “88” = DK]</i>
	Professional attitude and manner	Clear and transparent procedures	Cost effective	Responsive	Corrupt			

B23. Based on your observation, did the disputing party employ any of the following methods during the process of problem settlement? [MULTIPLE CHOICES]

- ☐ 1. Pressures from their relatives working in the State offices
- ☐ 2. Threaten/hire someone to put pressure on you/your family
- ☐ 3. Pressures from public media
- ☐ 4. Pay “extra” money to get the dispute settled in favour of their side
- ☐ 5. Do nothing
- ☐ 88. [DK]
- ☐ 99. [RA]

D.

D01. Have you or your household ever involved in any land-related issue or dispute?

- ☐ 1. Yes → **GO to D01a**
- ☐ 0. No → **GO to D14** (Hypothetical Scenario)
- ☐ 99. **RA** → **GO to D14** (Hypothetical Scenario)

D01a. To help you recall, I would like to list some land-related issues as follows, if you have ever met those problems, please let us know. **[MULTIPLE CHOICES]**

D01a. Type of dispute		D02. When did the problem start?
		<i>[Interviewer: note down 4 digits or “8888” in case the interviewee doesn’t remember the time; If there are several problems in the same section, for example in section a – land/house purchase, note down the time of the latest problem]</i>
<input type="checkbox"/> 1	Land/house purchase/sale	Year.....
<input type="checkbox"/> 2	Land/house lease	Year.....
<input type="checkbox"/> 3	Inheritance	Year.....
<input type="checkbox"/> 4	Dividing property (land or house) to children	Year.....
<input type="checkbox"/> 5	Divorce	Year.....
<input type="checkbox"/> 6	Certificate of land use right	Year.....
<input type="checkbox"/> 7	Land boundary	Year.....
<input type="checkbox"/> 8	Land conversion	Year.....
<input type="checkbox"/> 9	Use of land as collateral	Year.....
<input type="checkbox"/> 10	House/land compensation, reallocation	Year.....
<input type="checkbox"/> 77	Others (please specify)	Year.....
<input type="checkbox"/> 88	DK	Year.....

[Interviewer: based on the answer of D01a

- If there is only one issue, go to D03*
- If there is more than one, record the CODE of the latest issue in the following blank and go to D03]*

D03. Please inform the settlement result of the mention-aboved issue? (the latest)

[Interviewer: ask D03 → D04 → D05, respectively]

D03. What is the outcome of the dispute settlement?		D04. How long did it take to settle the dispute? <i>[Interviewer: record total months]</i>	D05. What action did you take in order to settle this dispute?	
<input type="checkbox"/> 0	Unsolved month(s)	<input type="checkbox"/> 1	Did nothing → GO to D06
<input type="checkbox"/> 1	Unfinished		<input type="checkbox"/> 2	Settled the dispute with the disputing party without third party → GO to D07
<input type="checkbox"/> 2	Resovled in my favour		<input type="checkbox"/> 3	Settle the dispute with the involvement of third party → GO to D08
<input type="checkbox"/> 3	Resovled not in my favour		<input type="checkbox"/> 99	RA → GO to D13
<input type="checkbox"/> 4	Each side won something			
<input type="checkbox"/> 99	RA			

D06. Why didn't you take action to settle the land dispute?

[MULTIPLE CHOICES]

- ☐ 1. I could not settle by myself
- ☐ 2. The stake was too small to do anything about it.
- ☐ 3. I couldn't afford the time
- ☐ 4. I couldn't afford the money/expenses
- ☐ 5. I felt that I was disadvantaged so I accepted to suffer from loss
- ☐ 77. Others (please specify)

.....
.....

☐ 99. **RA**

GO to → D13

D07. Why did you settle directly with the other side? **[MULTIPLE CHOICES]**

- ☐ 1. I believed I could do that
- ☐ 2. I did not know anybody who could help me resolve the dispute
- ☐ 3. The stake was too small to do anything about it
- ☐ 4. I could not afford the money
- ☐ 5. It would be time-consuming if there was the involvement of 3rd party
- ☐ 77. Others (please specify)

.....
.....

☐ 99. **RA**

GO to → D13

D08. To settle the dispute, did you request the assistance from any of the organisations or individuals below?

[Interviewer: explain clearly that the interviewee should mention all agencies and individuals that they asked to settle the case and record at D08. If there is only one answer, skip D10, D11, D12, and GO to D13].

D08. Organizations, agencies and individuals <i>[Interviewer: “88” = don’t remember or DK]</i>	D09. Your observation on the settlement of the organizations, agencies and individuals that you approached [MULTIPLE CHOICES] <i>[Interview: enter the code of the answer as follows: 1 = Yes, 2 = No, 88 = DK]</i>					D10. Which one did you approach first? <i>[Interviewer: tick X to relevant response in D08; “88” = don’t remember or DK]</i>	D11. Among those agencies and individuals, which one played the most important in helping the settlement of your dispute? <i>[Interviewer: “88” = don’t remember or DK]</i>	D12. Among those agencies and individuals, which one played the least important in helping the settlement of your dispute? <i>[Interviewer: “88” = don’t remember or DK]</i>
	Professional attitude and manner	Clear and transparent procedures	Cost effective	Responsive	Corrupt			

D13. Based on your observation, did the disputing party employ any of the following methods during the process of problem settlement? [MULTIPLE CHOICES]

- ☐ 1. Pressure from their relatives working in the State offices
☐ 2. Threaten/hire someone to put pressure on you/your family
☐ 3. Pressure from public media
☐ 4. Pay “extra” money to get the dispute settled in favour of their side
☐ 88. [DK] ☐ 99. [RA]

GO TO → D19

D14. SCENARIO

A provincial People’s Committee approved a project for the development of a new urban area. Doing so required relocating more than 500 households in two communes. One year later, the project developer launched the site clearance and infrastructure construction although they have neither paid compensation nor arranged places for resettlement of the households. It

made the households homeless as they had nowhere to live. Besides, the compensation offer was set ten times lower than the market price.

D14. If you/your family were one of these 500 households, what would you do?

- ☐ 1. Accept the offer even it was unreasonable → **GO to D15.**
☐ 2. Reject the offer, continue to fight for a more appropriate one → **GO to D16**
☐ **88. [DK]** → **GO to D19**

D15. You would accept the offer because **[MULTIPLE CHOICES]**

- ☐ 1. It was the decision of local authorities, residents had to obey
☐ 2. I did not know any method to get a more appropriate compensation
☐ 3. It is useless to keep negotiating because local authorities are corrupt
☐ 4. It is useless to keep negotiating with the developer because they were supported by local authorities.
☐ 77. Others (please specify)

.....
☐ **88. [DK]**

GO to → D19

D16. To get a more appropriate compensation, would you consider any of the following methods? **[MULTIPLE CHOICES]**

[Interviewer: show the respondents Sheet Y (Options for land dispute resolution); record the code into the questionnaire.]

NOTE:

- *Interviewer should explain that the question can have one or multiple answers*
- *If respondents only choose one option, skip D17 and D18, GO to D19].*

D16. CODE Settlement methods	D17. Which would be the most effective method? <i>[Interviewer: "88" = DK]</i>	D18. Which would be the least effective method? <i>[Interviewer: "88" = DK]</i>

D19. Your opinion about the following viewpoint

Viewpoint	1. Agree	2. Partially agree	3. Disagree	88. DK	99. RA
Land complaint or dispute is a hot issue in your living area.					

C.

C01. Beside **land/house** dispute, have you ever involved in below listed civil cases?
[MULTIPLE CHOICES]

C01. Issue		C02. When did the issue happen? <i>[Interviewer: write down 4 digits, or “8888” in case the interviewee doesn’t remember the time]</i>
<input type="checkbox"/> 1	Inheritance division	Year.....
<input type="checkbox"/> 2	Divorce	Year.....
<input type="checkbox"/> 3	Child support after divorcing	Year.....
<input type="checkbox"/> 4	Domestic violence	Year.....
<input type="checkbox"/> 5	Compensation for damage (in traffic accident)	Year.....
<input type="checkbox"/> 6	Food hygiene and safety	Year.....
<input type="checkbox"/> 7	Birth registration	Year.....
<input type="checkbox"/> 8	Marriage registration	Year.....
<input type="checkbox"/> 9	Household registration/ immigration	Year.....
<input type="checkbox"/> 77	Other (please specify)	Year.....
<input type="checkbox"/> 0.	No → GO to E	
<input type="checkbox"/> 99	RA → GO to E	

[Interviewer: based on the answer of C01]

- *If there is only one issue, go to C03*
- *If there is more than one, write down the CODE of the latest issue in the following blank and go to C03]*

C03. Please inform the settlement result of the above- mentioned problem (**the latest**)

C03. What was the result of problem settlement?		C04. What action did you take in order to settle this problem?	
<input type="checkbox"/> 0	Unsolved	<input type="checkbox"/> 1	Did nothing → GO to C05
<input type="checkbox"/> 1	Unfinished.	<input type="checkbox"/> 2	Settled the problem directly with the disputing party → GO to C06
<input type="checkbox"/> 2	Resolved in my favour	<input type="checkbox"/> 3	Settled the problem with the assistance and involvement of a 3rd party → GO to C07
<input type="checkbox"/> 3	Resolved not in my favour	<input type="checkbox"/> 99	RA → GO to C12
<input type="checkbox"/> 4	Each side won something		
<input type="checkbox"/> 99	RA		

C05. Why didn't you take action to settle the dispute?

[MULTIPLE CHOICES]

- ☐ 1. I could not settle by myself
- ☐ 2. The stake was too small to do anything about it.
- ☐ 3. I couldn't afford the time to solve the problem
- ☐ 4. I couldn't afford the money/expenses to solve the problem
- ☐ 5. I did not want to concern my/family's/neighbour's dignity
- ☐ 77. Others (please specify)

.....
.....

☐ 99. RA

GO to → C12

C06. Why did you settle the problem directly with the disputing party? **[MULTIPLE CHOICES]**

- ☐ 1. I believed that I could do that
- ☐ 2. I did not know anybody who would help me resolve the dispute
- ☐ 3. The stake was too small to do anything about it
- ☐ 4. I couldn't afford the money/expenses
- ☐ 5. It would be time-consuming if there was the involvement of 3rd party
- ☐ 6. I did not want to concern my/family's/neighbour's dignity
- ☐ 77. Others (please specify)

.....
.....

☐ 99. RA

GO to → C12

C07. To settle the dispute, did you request the assistance from any of the organisations or individuals below?

[Interviewer: explain that the interviewee should mention all agencies and individuals that they asked to settle the case and record at C07. If there is only one answer, skip C9, C10, C11, GO to C12].

C07. Organizations, agencies and individuals: <i>[Interviewer: “88” = don’t remember or DK]</i>	C08. Your observation on the settlement of the organizations, agencies and individuals that you approached [MULTIPLE CHOICES] <i>[Interviewer: enter the code of the answer as follows: 1 = Yes, 2 = No, “88” = DK]</i>					C09. Which one did you approach first? <i>[Interviewer: tick X to relevant response in C07; “88” = don’t remember or DK]</i>	C10. Among those agencies and individuals, which one played the most important in helping the settlement of your dispute? <i>[Interviewer: “88” = DK]</i>	C11. Among those agencies and individuals, which one played the least important in helping the settlement of your dispute? <i>[Interviewer: “88” = DK]</i>
	Professional attitude and manner	Clear and transparent procedures	Cost effective	Responsive	Corrupt			

C12. Based on your observation, did the disputing party employ any of the following methods during the process of problem settlement? [MULTIPLE CHOICES]

- ☐ 1. Pressure from their relatives working in the State offices
- ☐ 2. Threaten/hire someone to put pressure on you/your family
- ☐ 3. Pressure from public media
- ☐ 4. Pay “extra” money to get the dispute settled in favour of their side
- ☐ 88. [DK]
- ☐ 99. [RA]

E.

E01. Your evaluation on **environment quality** of your living area (smell, dust, noises, etc.)

- ☐ 4. Very Good
☐ 1. Bad

- ☐ 3. Good
☐ 0. Very bad

- ☐ 2. Fair
☐ 88. DK

E02. Have you ever been affected by **pollution factor** (waste, water, air) as a result of breeding, cultivation, production or mining at your location or neighbourhood?

E02. Type of pollution		E03. Main sources <i>[Interviewer: enter code of E03]</i>	E04. Level of pollution <i>[Interviewer: enter code of E04]</i>
<input type="checkbox"/> 1.	Polluted domestic water		
<input type="checkbox"/> 2.	Polluted water for production, fishery and cultivation		
<input type="checkbox"/> 3.	Air pollution (smell, dust)		
<input type="checkbox"/> 4.	Noise pollution		
<input type="checkbox"/> 77.	Other (specify)		
<input type="checkbox"/> 0	No -> GO TO E15		
<input type="checkbox"/> 88	DK		

E03 CODE		E04 CODE
1= Domestic waste	6= Factories/Companies/IPs release waste untreated components.	1= Fair
2= Dumping ground	7= Pollution from mining establishments	2= Bad
3= Polluted river, stream	77= Others <i>[Interviewer: enter code in corresponding box in E03 column and specify source of pollution]</i>	3= Very bad
4= Pollution of underground water (domestic water and water for production)	88= DK	88= DK
5= Breeding and production establishments nearby households	99= RA	

E05. Have you or your family ever made complaint to state agencies or bring it to an environment court?

- ☐ 1. Yes, complained → GO to E06
☐ 2. Yes, filed a lawsuit for compensation → GO to E06
☐ 0. No → GO to E15
☐ 99. RA → GO to E15

[Interviewer: based on the answer of E05]

- If the answer is a complaint, go to E06 and fill in box 1
- If the answer is a lawsuit, go to E06 and fill in box 2

NOTE: if there was more than once of complaint (or lawsuit), ask about the **LATEST complaint AND lawsuit.**

E06. When did it happen?

Actions (based on the answer of E05)	E06. If yes, when did it happen? <i>[Interviewer: enter 4 digits or “8888” = don’t remember]</i>	E07. Outcome of settlement	E08. How long did it take? <i>[Interviewer: record the total months]</i>
1. Complaint	Year.....	<input type="checkbox"/> 0. Unsolved <input type="checkbox"/> 1. Unfinished <input type="checkbox"/> 2. Somewhat solved <input type="checkbox"/> 3. Totally solved <input type="checkbox"/> 99. RAmonth(s)
2. Lawsuit	Year.....	<input type="checkbox"/> 1. Unfinished <input type="checkbox"/> 2. Resolved in my favour <input type="checkbox"/> 3. Resolved not in my favour <input type="checkbox"/> 4. Each side won something <input type="checkbox"/> 99. RA month(s)

E09. To settle the dispute, did you request the assistance from any of the organisations or individuals below?

[Interviewer: explain that the interviewee should mention all agencies and individuals that they asked to settle the case and record at E09. If there is only one answer, skip E11, E12, E13, and GO to E14].

E09. Organizations, agencies and individuals <i>[Interviewer: “88” = don’t remember or DK]</i>	E10. Your observation on the settlement of the organizations, agencies and individuals that you approached [MULTIPLE CHOICES] <i>[Interview: enter the code of the answer as follows: 1 = Yes, 2 = No, “88” = DK]</i>					E11. Which one did you approa ch first <i>[Interviewer: tick X to relevant response in E09; “88” = don’t remem ber or DK]</i>	E12. Among those agencies and individuals, which one played the most important in helping the settlement of the problem? <i>[Interviewer: “88” = DK]</i>	E13. Among those agencies and individuals, which one played the least important in helping the settlement of the problem? <i>[Interviewer : “88” = DK]</i>
	Professio nal attitude and manner	Clear and transparent procedures	Cost effec tive	Respo nsive	Corrupt			

E14. Based on your observation, did the disputing party employ any of the following methods during the process of problem settlement? **[MULTIPLE CHOICES]**

- ☐ 1. Bribe provincial officials / Pay “extra money” to get the dispute settled in favour of their side
- ☐ 2. Pressures from their relatives working in the State offices
- ☐ 3. Threaten/hire someone to put pressure on you/your family
- ☐ 4. Do nothing

☐ 88. DK

☐ 99. RA

GO to → E18

E15. SCENARIO

Each month, a bronze casting foundry has been dumping 16 tons of untreated industrial waste. Due to lacking industrial waste management, over past 6 months smoke and toxin acid have released twice from bronze equipment. Residents are worried about the quality of air and water of neighboring areas.

E15. If the case happened in your area and your family had to suffer health and economic consequences as a result of contaminated substances, what would you do? **[MULTIPLE CHOICES]**

[Interviewer: give the respondents Sheet Z (Options for environmental dispute resolution) and record code into the questionnaire.]

NOTE:

- Interview should explain that the question can have one or multiple answers
- If respondents only choose one options, skip E16 and E17, and GO to D18].

E15. CODE	D16. Which would be the most effective method? <i>[Interviewer: “88” = DK]</i>	D17. Which would be the least effective method? <i>[Interviewer: “88” = DK]</i>

E18. Your opinion about the following viewpoint

Viewpoint	1. Agree	2. Partially Agree	3. Disagree	88. DK	99. RA
In your area, authorities set priority for economic development rather than environmental protection.					

F.

F01. During the last 2 years, have you ever been subjected to a road /waterway traffic violation treatment (stop the vehicle, subject to a fine or not)?

- ☐ 1. Yes → **GO to F01a**
☐ 0. No → **GO to G**
☐ 99. [RA] → **GO to G**

F01a. How many times have you been fined during the last 2 years?

..... time(s) ☐ 88. [DK] ☐ 99. [RA]

F02. In the **latest** traffic fine, please explain more details

[Interviewer: ask F02 → F03 → F04, respectively]

F02. Time of violation treatment (month and year)	F03. Vehicle		F04. Who did impose the fine?	
month..... year..... <input type="checkbox"/> 88. DK, don't remember	<input type="checkbox"/> 1	Motobike	<input type="checkbox"/> 1	Traffic police
	<input type="checkbox"/> 2	Private car	<input type="checkbox"/> 2	113 special police
	<input type="checkbox"/> 3	Taxi	<input type="checkbox"/> 3	Traffic inspector
	<input type="checkbox"/> 4	Passenger vehicle, truck	<input type="checkbox"/> 4	Communal officer
	<input type="checkbox"/> 5	Public/ Official vehicle	<input type="checkbox"/> 77	Others
	<input type="checkbox"/> 6	Waterway vehicle	<input type="checkbox"/> 88	DK
	<input type="checkbox"/> 7	Others (please specify)		

F05. Based on your observation, what did the official(s) do during the time of imposing?
[MULTIPLE CHOICES]

- ☐ 1. Informed his/her name and workplace
☐ 2. Clearly explained the reasons for penalty(ies), legal ground and type of applied fine
☐ 3. Fined without proper explanation
☐ 4. Had outrageous acts and/or language to involved person(s)
☐ 5. Wrote minute/record
☐ 6. Fined without issuing minute/invoice
☐ 7. Issued a minute/invoice but such note presented the lower amount of money had been paid.
☐ 99. RA

F06. In your case, what did you do?

[MULTIPLE CHOICES]

- ☐ 1. Accepted paying the fine
- ☐ 2. Called a powerful person to interfere
- ☐ 3. Used special card/ uniform to get through
- ☐ 4. Paid bribery
- ☐ 77. Other (specify reason).....
- ☐ 99. RA

G.

G01. Have you ever made a **complaint** to **state agency** about disadvantages or injustice in implementing social policies in your area, especially in following issues? **[MULTIPLE CHOICES]**

G01. Issue		G02. When did it happen? <i>[Interviewer: enter 4 digits or "8888" if don't remember the time; If there are several problems in the same section, for example in section a – Complaint about applying policy to family / people in/under preferential treatment policy, enter the time of the latest problem]</i>	G03. What is the settlement result? <i>[Interviewer: record CODE of G03]</i>	G04. How long did it take? <i>[Interviewer: record the total months]</i>
<input type="checkbox"/> 1	Complaint about application to family / people in/under preferential treatment policy	Year.....	month(s)
<input type="checkbox"/> 2	Complaint about social policy to disable persons	Year.....	month(s)
<input type="checkbox"/> 3	Complaint about the treatment to the poor/ near poor people	Year.....	month(s)
<input type="checkbox"/> 77	Others (please specify):	Year.....	month(s)
<input type="checkbox"/> 0	No complaint → Go to G10			
<input type="checkbox"/> 99	RA → Go to G10			

Mã G03	
0= Complained but DID NOT receive any response from the authorities	3= Partially resolved for my side
1= Unfinished	4= Resolved for my side
2= Resolved but not for my side	99= KMTL

[Interviewer: based on the answer of G01

- *If there is only one issue, go to G05*
- *If there is more than one, write down the CODE of the latest issues in the following blank and go to question G05]*

G05. To settle the complaint, did you request the assistance from any of the organisations or individuals below?

[Interviewer: explain that the interviewee should mention all agencies and individuals that they asked to settle the complaint and record at G05. If there is only one answer, skip G07, G08 and G09, and GO to G10].

G05. Agencies, organizations and individuals that you approached: <i>[Interviewer: “88” = DK]</i>	G06. Your observation on the settlement of the organizations, agencies and individuals that you approached [MULTIPLE CHOICES] <i>[Interviewer: enter the code of the answer as follows: 1 = Yes, 2 = No, “88” = DK]</i>					G07. Which one did you approach first? <i>[Interviewer: tick X to relevant response in G05; “88” = don’t remember or DK]</i>	G08. Among those agencies and individuals, which one played the most important in helping the settlement of your dispute? <i>[Interviewer: “88” = DK]</i>	G09. Among those agencies and individuals, which one played the least important in helping the settlement of your dispute? <i>[Interviewer: “88” = DK]</i>
	Professional attitude and manner	Clear and transparent procedures	Cost effective	Responsive	Corrupt			

G10. Your opinion about some following viewpoints related to administrative complaints at your locality:

Viewpoint	1. Agree	2. Partially Agree	3. Disagree	88. DK	99. RA
a. Communal People’s Council has oversight of complaint handling mechanism in your locality.					
b. Provincial People’s Council has oversight of complaint handling mechanism in your area					
c. Complaint handling mechanism is not transparent.					
d. At your locality, life and work of complainant is often irritated.					

H.

H01. Have you ever heard about/or do you know the Constitution?

- ☐ 1. I have heard/Know something ☐ 2. Know well
☐ 0. Never heard/Don't know → GO to H06 ☐ 99. RA

H02. The Vietnam Constitution (Constitution of 1992) is being reviewed for amendment, do you know about that?

- ☐ 1. Yes ☐ 88. No ☐ 99. RA

[Interviewer: To contribute to the amendment of the Constitution, your views regarding the following matters would be highly appreciated]

H03. What would you expect from the amendment of the Constitution? [MULTIPLE CHOICES]

- ☐ 1. Making a better life for citizens
☐ 2. Ensuring that the people know, people deliberate, people check
☐ 3. Ensuring that fundamental rights respected and protected
☐ 4. Assuring that the agencies and officials are accountable and controlled from power abuse
☐ 5. Other opinions (please specify):

.....
.....
☐ 88. DK ☐ 99. RA

H04. Do you think that all citizens shall have the right to be consulted in the Constitution amendment process?

- ☐ 1. Yes ☐ 2. No ☐ 88. DK ☐ 99. RA

H05. Do you think that all citizens shall have the right to vote in referendum on Constitution's amendments?

- ☐ 1. Yes ☐ 2. No ☐ 88. DK ☐ 99. RA

H06. Based on your experience and observation, how do you assess the implementation of fundamental rights provided in the Constitution?

[Interviewer: Ask all the listed rights respectively a → b → ... → k]

	Constitutional fundamental rights	1. Ensured	2. Partly ensured	3. Not ensured	88. DK	99. RA
a.	The right to vote in elections to the National Assembly and local Councils					
b.	The right to self-nomination to the National Assembly and local Councils					

c.	All citizens are equal to the law					
d.	Citizens have a right to free business					
e.	Women and men are equal in all aspects					
f.	Freedom of expression, freedom of the press					
g.	Right to access to information					
h.	Right to assembly, association, demonstration					
i.	Freedom of religion, belief					
j.	Right to petition and denunciation					
k.	Freedom of movement and residence within the country					

H07. Based on your observation, have ordinary citizens in your locality been treated differently on the basis of the following aspects?

[Interviewer: Ask all the listed aspects respectively a → b → ... → k]

		1. No	0. Yes	88. DK	99. RA
a.	Gender (male/female)				
b.	Ethnicity				
c.	Religion				
d.	Ethnic minorities' languages				
e.	Disabled persons				
f.	Immigrants				
g.	Gays/lesbians				
h.	Persons living with HIV/AIDS				
i.	Financial, property ownership (rich/poor)				

A. (continuous)

A07. What is your ethnicity?

- ☐ 1. Kinh ☐ 2. Others (please specify):.....

☐ 88. [DK] ☐ 99. [RA]

A08. Do you follow any religion?

- ☐ 0. No → **GO to A09**

☐ 99.[RA] → **GO to A09**

- ☐ 1. If the answer is “Yes”, what is your religion?

- ☐ 1. Buddhism ☐ 2. Hoa Hao ☐ 3. Catholic
☐ 4. Protestant ☐ 5. Muslim ☐ 6. Cao Dai
☐ 7. Other (please specify).....

☐ 99. [RA]

A09. Marital status

- ☐ 1. Single, never been married
☐ 2. Married
 ☐ 2a. First time
 ☐ 2b. Second time and more
☐ 3. Divorced ☐ 4. Separated ☐ 5. Widowed ☐ 99. [RA]

A10. What language is used regularly in your family?

- ☐ 1. Vietnamese
☐ 2. Other (please specify):
☐ 99. [RA]

A10a. Can you read, write Vietnamese?

- ☐ 0. No ☐ 1. Yes

A10b. What is your highest level of education?

- ☐ 1. No formal education ☐ 2. Complete primary school
☐ 3. Complete secondary school ☐ 4. Complete high school
☐ 5. Complete vocational secondary school ☐ 6. Complete university/college
☐ 7. Post-graduate degree ☐ 88. [DK] ☐ 99. [RA]

A11. Do you or did you hold any of the following positions?

	Positions	1. Yes		0. No	99. RA
		a. Present	b. Past		
1.	Official in a commune/ward People's Committee				
2.	Official in a district or provincial People's Committee				
3.	Leader of a Communist Party's unit				
4.	Leader of the Fatherland Front or its member organization (Women Union, Farmers Union, Veteran's Association, Youth Union, Labour Union)				
5.	Head of village				
6.	Head of a clan				
7.	Judge, prosecutor				
8.	Police officer				
9.	Teacher				

A11a. Do any amongst your family members, relatives, and friends hold currently the following positions?

	Positions	1. Yes	0. No	99. RA
1.	Official in a commune/ward People's Committee			
2.	Official in a district or provincial People's Committee			
3.	Leader of a Communist Party's unit			
4.	Deputy to the National Assembly/Provincial People's Council			
5.	Judge, prosecutor at district/provincial level			
6.	Head of village			
7.	Journalist			
8.	Lawyer			
9.	Police officer			

A12. How many members live in your household (including you, not counting house servant)?

Count:persons

A13. How many persons are 18 years old or above in your family?persons

A13a. Are you householder?

☐ 0. No

☐ 1. Yes

A14. Is or has your family been considered as the poor or "nearly poor"?

- ☐ 1. In the list of poor families
☐ 2. In the list of “nearly poor” families
☐ 0. Not included into any list ☐88. [DK] ☐99. [RA]

A15. Have you obtained registration certificate for your house, apartment, or land use right?

- ☐ 1. Yes, fully → **GO to A15a, then REMOVE to A16**
☐ 2. Yes, partly → **GO to A15a, then REMOVE to A15b**
☐ 3. Live in other’s house/ in rental house (without your own house, land, or apartment) → **GO to A17.**
☐ 0. Not yet → **GO to A15b.**
☐88. DK → **GO to A16.** ☐99. RA → **GO to A16**

A15a. Whose name appears in the registration certificate for your house, apartment, or your land use right?

- ☐ 1. My name
☐ 2. My spouse’s name
☐ 3. Both
☐ 4. Other (please specify his/her relationship to you):
☐88. DK

[Interviewer: ask A15b when the answer of question A15 is either: 2. Yes, partly; or 0. Not yet]

A15b. Why have not you obtained the registration certificate yet? **[MULTIPLE CHOICES]**

- ☐ 1. Not necessary
☐ 2. Don’t know how to obtain it
☐ 3. Can’t afford the real costs to obtain it
☐ 4. The land plot where I live does not meet requirements for obtaining registration certificate
☐ 5. Submitted dossier but has not been resolved

[Interviewer: If the interviewee submitted dossier, move to 5.1 and record the total months from the date of submitting to the date of being questioned]

☐ 5.1 How long have you submitted dossiers?month(s)

☐ 77. Other (please specify):

☐88. DK

☐99. RA

A16. Do you feel confident about the stability and longevity of the land use right for the land plot where you live now (for daily life, investment into business)?

<input type="checkbox"/> 1. Completely confident	<input type="checkbox"/> 2. Confident	<input type="checkbox"/> 3. Partly confident	<input type="checkbox"/> 4. Not confident	<input type="checkbox"/> 5. Extremely not confident	<input type="checkbox"/> 88. DK	<input type="checkbox"/> 99. RA
→A17	→A17	→A16a	→A16a	→A16a	→A17	→A17

A16a. Why do you feel unconfident? [MULTIPLE CHOICES]

- ☐ 1. Because under the current system of land ownership, the State can confiscate my land at any moment
- ☐ 2. Because of unclear procedures of support and compensation for confiscated land
- ☐ 3. Because of unjust procedures of support and compensation for confiscated land
- ☐ 4. Because of limitations in transforming aims of land use
- ☐ 5. Because of lack of transparency in local land planning
- ☐ 6. Because of delayed enforcement of local land planning (“pending planning”)
- ☐ 7. Others (please specify):
- ☐ 99. RA

A17. What sources do you usually use to follow news on the current political, socio-economical issues of the country? [MULTIPLE CHOICES]

- ☐ 1. TV
- ☐ 2. Newspapers/magazines
- ☐ 3. Radio
- ☐ 4. Internet
- ☐ 5. Friends
- ☐ 6. Meetings
- ☐ 7. Others (specify):
- ☐ 0. Don't follow

A18. Have you watched or listened to debates and question sessions of the National Assembly on TV or radio during its recent session?

- ☐ 3. Watched/listened to all debates and question sessions
- ☐ 2. Watched/listened some of them
- ☐ 1. Watched/listened to the news on TV or radio
- ☐ 0. Did not follow

☐ 99. [RA]

A19. Do you take part in any of the following organizations? [MULTIPLE CHOICES]
[Interviewer: tick in the box ☐ if “yes”]

<input type="checkbox"/> 1	Communist Party
<input type="checkbox"/> 2	Cultural/sport/entertainment clubs
<input type="checkbox"/> 3	Business/production associations
<input type="checkbox"/> 4	Consumers Association
<input type="checkbox"/> 5	Classmate clubs (pupils/university students)
<input type="checkbox"/> 6	Farmers Union
<input type="checkbox"/> 7	Women Union
<input type="checkbox"/> 8	Army Veterans Union
<input type="checkbox"/> 9	Homeland groups
<input type="checkbox"/> 10	Youth Union
<input type="checkbox"/> 11	Tontine (small credit)

<input type="checkbox"/> 12	Other (please specify):
<input type="checkbox"/> 0	None of the above mentioned
<input type="checkbox"/> 99	RA

A20. Have elections been held for the following positions during the last three years in your locality?

	Positions	0. No	1. Yes → A21a	88. DK	99. RA	A21a. Did you participate in the elections?				
						0. No	1. Yes → A21b	A21b. Have you been suggested or put pressure to vote for certain candidate/s?		
								0. No	1. Yes	99. RA
a.	Head of village/residential quarter									
b.	Deputy to the People's Council at all level									
c.	Deputy to the National Assembly									

K.

According to Vietnamese laws, please let us know whether the following statements are right or wrong

	Questions	1= Right	0= Wrong	88. DK
K01	Citizens who live on a piece of land for 10 years are entitled to receive a land use right certificate automatically.			
K02	Divorced fathers who fail to pay child support can be sued by their former wife.			
K03	Juvenile criminals do not have the right to legal counsel when they appear in court.			
K04	Married daughters do not have inheritance rights.			
K05	Only the male householders must be listed in land use right certificates.			
K06	Poor households are entitled to free legal aid.			
K07	An employer who hires a worker for more than six (6) months is required to issue a Labour contract.			
K08	If a husband passes away, his surviving wife is entitled to at least 50% of the common assets of the household.			
K09	Deputies to the National Assembly are elected for three year term			
K10	Primary school is compulsory and free of charge			

A21. From what sources do you obtain legal information?

[MULTIPLE CHOICES] [Interviewer: tick in the box ☐ if “yes”]

Code	Source of information
<input type="checkbox"/> 1.	TV programs
<input type="checkbox"/> 2.	Public loudspeakers
<input type="checkbox"/> 3.	Books, newspapers
<input type="checkbox"/> 4.	Legal education events
<input type="checkbox"/> 5.	Lawyers
<input type="checkbox"/> 6.	Legal websites
<input type="checkbox"/> 7.	Village meetings
<input type="checkbox"/> 8.	Radio programs
<input type="checkbox"/> 9.	Relatives, friends, colleagues
<input type="checkbox"/> 10.	Others (specify):
<input type="checkbox"/> 0.	Not interested
<input type="checkbox"/> 88.	DK

A22. Finally, for the Research Team to have chance to exchange with you in the coming time, please let us know your address and mobile:

Home address:

☐ 99. RA

Mobile:

☐ 99. RA

Thank you for the cooperation!

Completion time ☐☐.☐☐ [24 hour time system]

[Interviewer: invite the interviewee to meet the Field Supervisor and self-fill information in “Post-interview debriefing” in next page]

Post-interview debriefing

Interviewer: Note after the interview, in the absence of interviewee

Z1. Interviewee's level of cooperation:

- ☐ 1. Very good ☐ 2. Good ☐ 3. Average ☐ 4. Poor ☐ 5. Very poor

Z1a. If poor or very poor, please explain briefly:

Z2. Interviewee's level of comprehension:

- ☐ 1. Very high ☐ 2. Above average ☐ 3. Average
☐ 4. Below average ☐ 5. Very low

Z2a. If below average, please explain briefly

Z3. Interviewee's level of anxiety about the survey before the interview began:

- ☐ 1. No anxiety ☐ 3. Some anxiety ☐ 5. A lot of anxiety

Z3a. If a lot of anxiety, please explain briefly.....

Z4. Level of reliability of interviewee's answers:

- ☐ 1. Completely reliable ☐ 3. Somewhat reliable ☐ 5. Not reliable

Z4a. If not reliable, please explain briefly.....

Z5. Interviewee's level of interest in the interview in general

- ☐ 1. Very high ☐ 2. Above average ☐ 3. Average
☐ 4. Below average ☐ 5. Very low

Z6. Was the interview conducted at the interviewee's house?

- ☐ 1. Yes ☐ 2. No

Z7. Were there other people present during the interview?

- ☐ 1. Yes ☐ 0. No

Z7a. Who was present?

Z7b. Did the presence of other people affect the quality of the interview?.....

Z8. Other important information:.....

SHEET X:

OPTIONS FOR LABOUR DISPUTE RESOLUTION

CODE	OPTIONS
1.	Complaining to district Office of Labour, Invalids and Social Affairs
2.	Complaining to provincial Department of Labour, Invalids and Social Affairs
3.	Requesting an assistance from the Labour Union
4.	Participating in strikes with other workers
5.	Lodging requests to the provincial Arbitration Council for the resolution
6.	Requesting the Labour Inspectorate to resolve dispute
7.	Requesting commune/ward People's Committee to intervene
8.	Requesting district or provincial People's Committee to intervene
9.	Complaining to commune/ward People's Council
10.	Complaining to district or provincial People's Council
11.	Requesting Deputies to the National Assembly to help
12.	Providing information to the press
13.	Asking lawyers
14.	Asking a legal aid center
15.	Filing a lawsuit to the Labour court
77.	Other (not specified above) <i>[Interviewer: if this option has been chosen, write down the name of the agency/ organization/person in the code column of the Questionnaire]</i>

SHEET Y:

OPTIONS FOR LAND DISPUTE RESOLUTION

CODE	OPTIONS
1.	Requesting commune/ward People's Committee to consider the case
2.	Requesting district or provincial People's Committee to consider the case
3.	Filing an individual lawsuit against the entrepreneur
4.	Filing a class action lawsuit against the entrepreneur
5.	Complaining to the commune People's Council
6.	Complaining to the district or provincial People's Council
7.	Providing information to the press
8.	Complaining to the State Inspectorate
9.	Sending complaints to the Fatherland Front
10.	Sending complaints to the Farmers Union
11.	Sending complaints to the Army Veteran Union
12.	Asking local legal aid centre for help
13.	Asking lawyers
14.	Using personal relationship with local officials to gain higher amount of compensation
15.	Gathering with other people to raise protest
77.	Other options (not provided above) <i>[Interviewer: if this option has been chosen, write down the name of the agency/ organization/person in the code column of the Questionnaire]</i>

SHEET Z: OPTIONS FOR ENVIRONMENTAL DISPUTE RESOLUTION

CODE	OPTIONS
1.	Complaining to the commune/ward People's Committee
2.	Complaining to the district or provincial People's Committee
3.	Complaining to the district state environmental agency
4.	Complaining to the provincial state environmental agency
5.	Asking Deputies to the National Assembly for help
6.	Complaining to the Fatherland Front
7.	Complaining to the Farmers Union
8.	Informing the environmental police
9.	Informing the environmental inspectorate
10.	Filing an individual lawsuit against the factory
11.	Filing a class action lawsuit against the factory
12.	Consulting lawyers
13.	Asking a legal aid center for the assistance
14.	Gathering with other victims to hold the protest to the factory
15.	Contacting the media
77.	Other (not provided above) <i>[Interviewer: if this option has been chosen, write down the name of the agency/ organization/person in the code column of the Questionnaire]</i>

SHEET W: LIST OF AGENCIES AND ORGANISATIONS

(For post-interview data entry in the office)

CODE	NAMES OF AGENCIES AND ORGANISATIONS
1.	Local Labour unions
2.	Vietnam General Confederation of Labour
3.	Labour Conciliation Council within the company
4.	District Office of Labour, Invalids and Social Affairs
5.	Provincial Department of Labour, Invalids and Social Affairs
6.	Provincial Labour Arbitration Council
7.	Labour Inspectorate
8.	Bureau for Labour Policies, Management Board of the industrial zone
9.	Enviromental Police
10.	(District) Office of Natural Resources and Environment
11.	Provincial Department of Natural Resources and Environment
12.	Environmental Inspectorate
13.	Grassroots conciliation (at residential area, village)
14.	Relatives, friends who hold key positions in the Party or State bodies
15.	Respectful persons in community, head of village or residential quarter
16.	Individual networks such as homeland, classmate, traders groups
17.	Commune/ward People's Councils
18.	District or Provincial People's Councils
19.	Deputies to the National Assembly
20.	Petition Commission of the National Assembly
21.	Police
22.	Commune/ward People's Committee
23.	District or Provincial People's Committee
24.	Government Inspectorate
25.	Ministries and similar agencies of the central government
26.	Party structure at commune level
27.	Party structure at higher levels
28.	Fatherland Front
29.	Farmers Union
30.	Women Union
31.	Army Veterans
32.	The Media
33.	Lawyers
34.	Legal Aid Centre
35.	Commercial Arbitration
36.	Court
37.	Other (not listed above)