



2013 GLOBAL CORRUPTION BAROMETER

VIEWS AND EXPERIENCES FROM VIETNAMESE CITIZENS

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Every effort has been made to verify the accuracy of the information contained in this report. All information was believed to be correct as of July 2013. Nevertheless, the author cannot accept responsibility for the consequences of its use for other purposes or in other contexts.

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GLOBAL CORRUPTION BAROMETER

The Global Corruption Barometer (the Barometer) is the largest cross-country survey to collect the general public's views and experiences of corruption. Between September 2012 and March 2013, 114,270 people were interviewed for the Barometer in 107 countries and territories.

In contrast to other corruption measurement tools such as Transparency International's Corruption Perceptions Index (CPI) and the Bribe Payers Index (BPI) which offer the perception of business people and country experts, the Barometer focuses on the views of ordinary people and how corruption affects them. In addition, the Barometer supplements perceptions of corruption with experiences.

The Barometer also complements national level surveys in Vietnam by identifying regional and global trends and offering cross-country comparisons. The Barometer survey was first fully carried out in Vietnam in 2010, allowing for the measurement of changes in people's views and experiences over the past two and a half years.

BACKGROUND

In the past two and a half years, numerous changes have taken place in the anti-corruption framework in Vietnam. The Anti-Corruption Law was amended at the end of 2012¹ to improve transparency in government activities. The Office of the Central Steering Committee on Anti-Corruption, which supported the Central Steering Committee in guiding and overseeing all anti-corruption efforts across the country, was replaced by the Communist Party Central Committee's Commission for Internal Affairs. A dedicated Law on Denunciation² was passed in 2011 to clarify procedures for handling denunciations and the role of relevant agencies in protecting and maintaining the confidentiality of those who report corruption.

At the international level, Vietnam ratified the United Nations Convention against Transnational Organised Crime in December 2011 and underwent review of its implementation of the United Nations Convention against Corruption (UNCAC) between 2011 and 2012.

Against the backdrop of such legal and policy changes, it is important to take stock of how citizens' experiences with corruption are evolving and how such anti-corruption efforts are being viewed on the ground. The findings of the 2013 Global Corruption Barometer provide a snapshot of the perceptions and experiences of ordinary Vietnamese citizens regarding corruption. The Barometer offers both a comparison of how perceptions and experiences have changed over time and also benchmarks findings for Vietnam against the views and experiences of its regional neighbours.

Growing efforts have taken place in recent years to step-up the engagement of citizens in the fight against corruption, most notably through the joint government-donor Vietnam Anti-Corruption Initiative (VACI) Programme initiated in 2011. Corresponding with these efforts and the increasing recognition that even the most carefully drafted laws and policies cannot succeed without the pivotal engagement of citizens who are ready and willing to employ them, the 2013 Barometer has placed a similar emphasis on the role that ordinary citizens can play in anti-corruption.

1. Law No.27/2012/QH13 Amending and Supplementing a Number of Articles of the Anti-Corruption Law.
2. Law No. 03/2011/QH13 on Denunciations.

METHODOLOGY

Face to face interviews were carried out with a total of 1,000 randomly selected citizens from the urban and rural populations of 15 provinces and cities across Northern, Central and Southern Vietnam. Field research was carried out in December 2012 by Indochina Research, under the methodological supervision of the Worldwide Independent Network (WIN) / Gallup International Association (GIA).

The global questionnaire was developed by Transparency International to allow comparisons between countries. Five additional questions were included in the survey in Vietnam.

The summary results presented in the report do not include ambiguous (don't know/no answer) responses.

The 2013 survey expands on the 2010 Barometer which was limited to urban populations in the major cities of Hanoi, Da Nang, Hai Phong, Ho Chi Minh City and Can Tho. Consequently, comparisons in findings between 2013 and 2010 look only at the sample of responses from the urban populations of the five cities surveyed in both years.

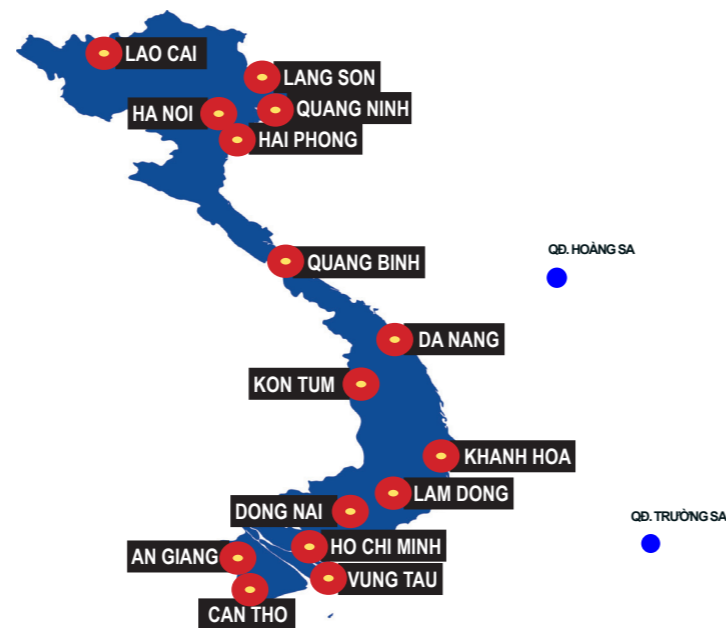


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KEY FINDINGS

- The majority of respondents perceive corruption to have increased over the past two years
- Perceived effectiveness of Government anti-corruption efforts is decreasing amongst urban respondents. Overall, less than one quarter of respondents perceive anti-corruption efforts to be effective
- Almost half of all respondents want Government anti-corruption efforts to focus on stronger punishment of perpetrators of corruption
- Police, Health and Land Services have the highest perceived and reported rates of corruption
- Almost one third of respondents paid a bribe in the past year
- The most commonly reported reason why respondents paid a bribe was to speed things up, while the proportion of urban respondents who paid a bribe because it is the “only way to obtain a service” is increasing
- 60% of respondents believe that ordinary people can make a difference in the fight against corruption
- Vietnamese respondents were the least likely in Southeast Asia to report and refuse corruption
- 77% of respondents who refused to pay a bribe faced no adverse consequences or faced some problems but were still able to attain the service

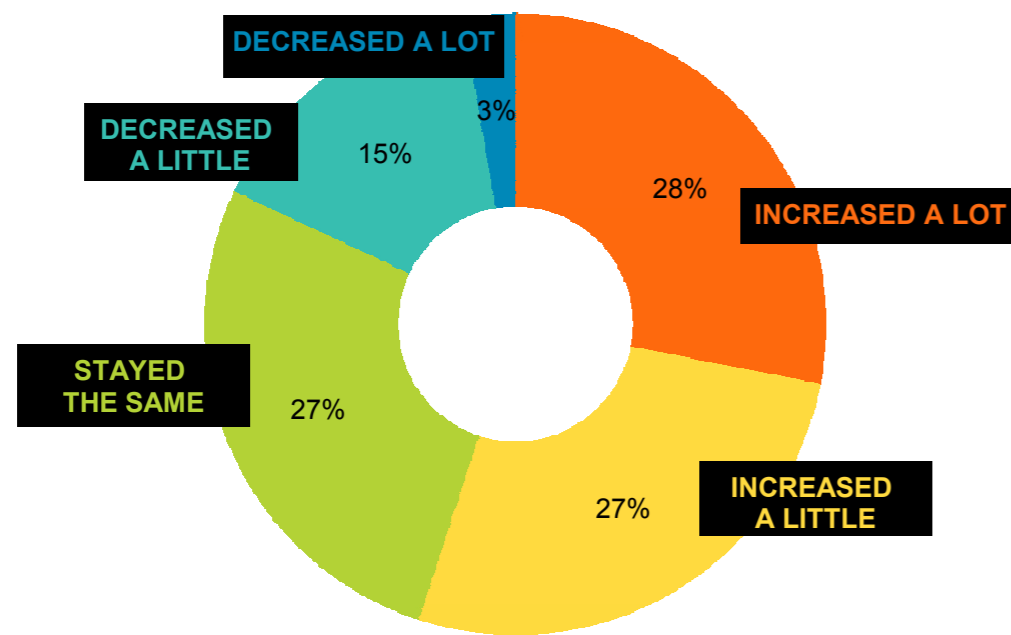
CITIZEN PERCEPTIONS OF CORRUPTION

PERCEPTION OF CORRUPTION LEVELS

Corruption in Vietnam is widely perceived by respondents to have increased over the past two years. Overall, 55% of people felt that corruption had increased (either a lot or a little) and only 18% of people felt that corruption had decreased. 27% of people thought that the level of corruption had stayed the same.

Vietnamese citizens perceive corruption to be increasing slightly more than respondents from other countries surveyed in Southeast Asia. Interviews conducted with 5,000 respondents from five other countries in the region (Cambodia, Indonesia, Malaysia, the Philippines and Thailand) found on average that 48% of respondents in Southeast Asia perceive corruption to have increased and 23% of respondents perceive corruption to have decreased.

FIGURE 1
PERCEIVED CHANGE IN CORRUPTION LEVELS IN VIETNAM OVER THE PAST TWO YEARS



30% of people surveyed in Vietnam perceive corruption in the public sector to be “a very serious problem”. Only 5% stated that it was “not a problem at all.”

Perceptions varied considerably across provinces. The most critical views came from residents of Lang Son (69%), Ha Noi (53%), Da Nang (43%) and Ho Chi Minh City (35%), where a notably higher proportion of residents perceive corruption to be “a serious problem” in the public sector.

Yet, when compared to responses from other countries in Southeast Asia, Vietnamese citizens actually perceive public sector corruption to be a less serious problem than any other country surveyed in the region.

FIGURE 2
PERCEIVED SERIOUSNESS OF PUBLIC SECTOR CORRUPTION IN VIETNAM

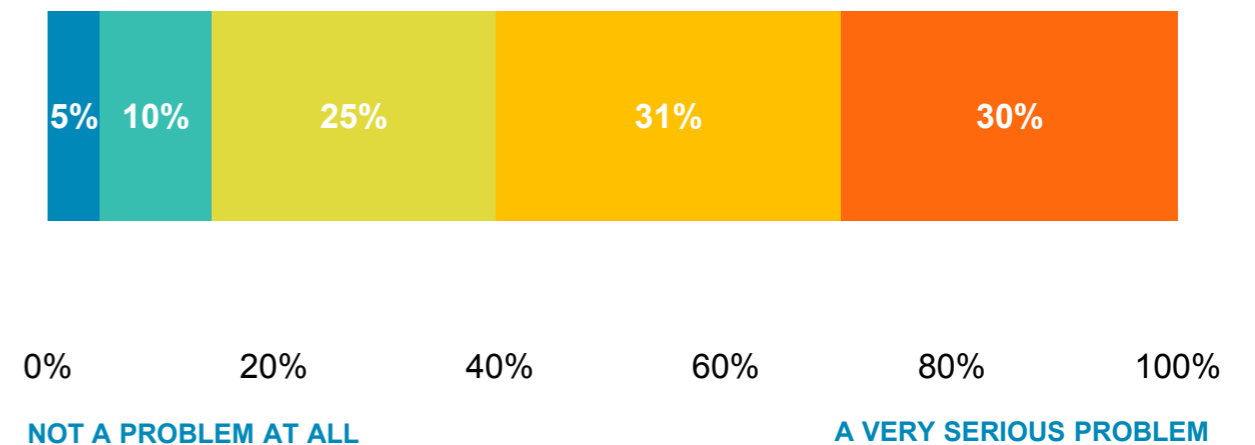
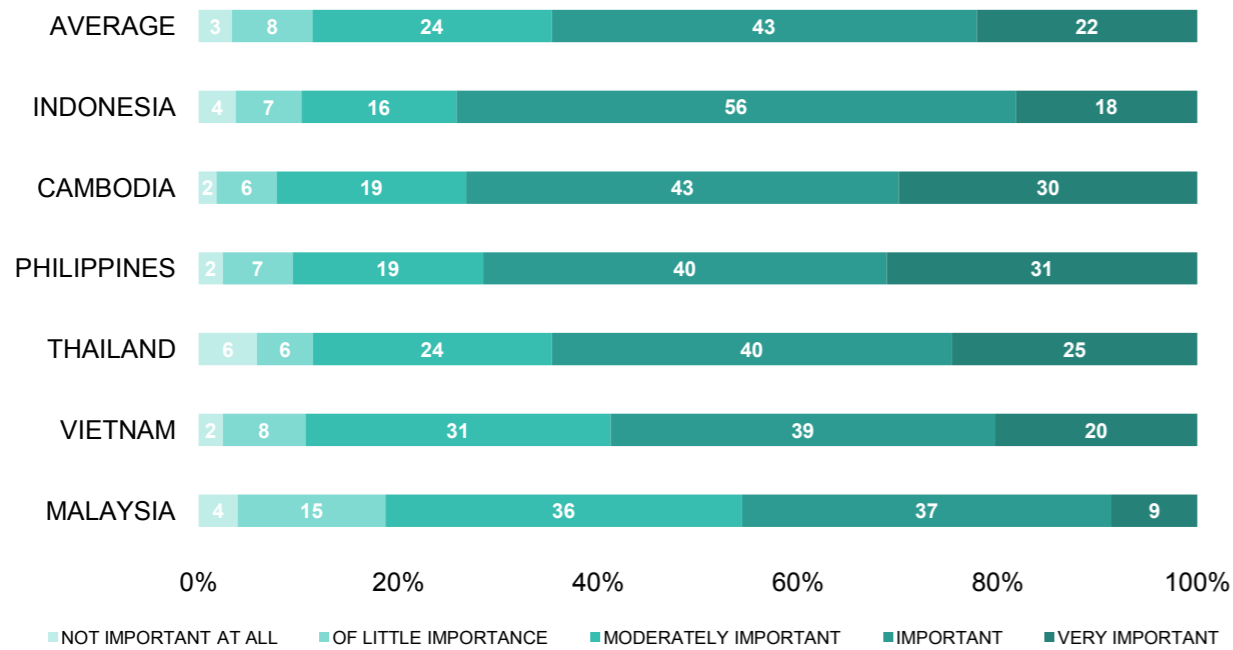


FIGURE 3
PERCEIVED IMPORTANCE OF PERSONAL CONTACTS (SOUTHEAST ASIA)

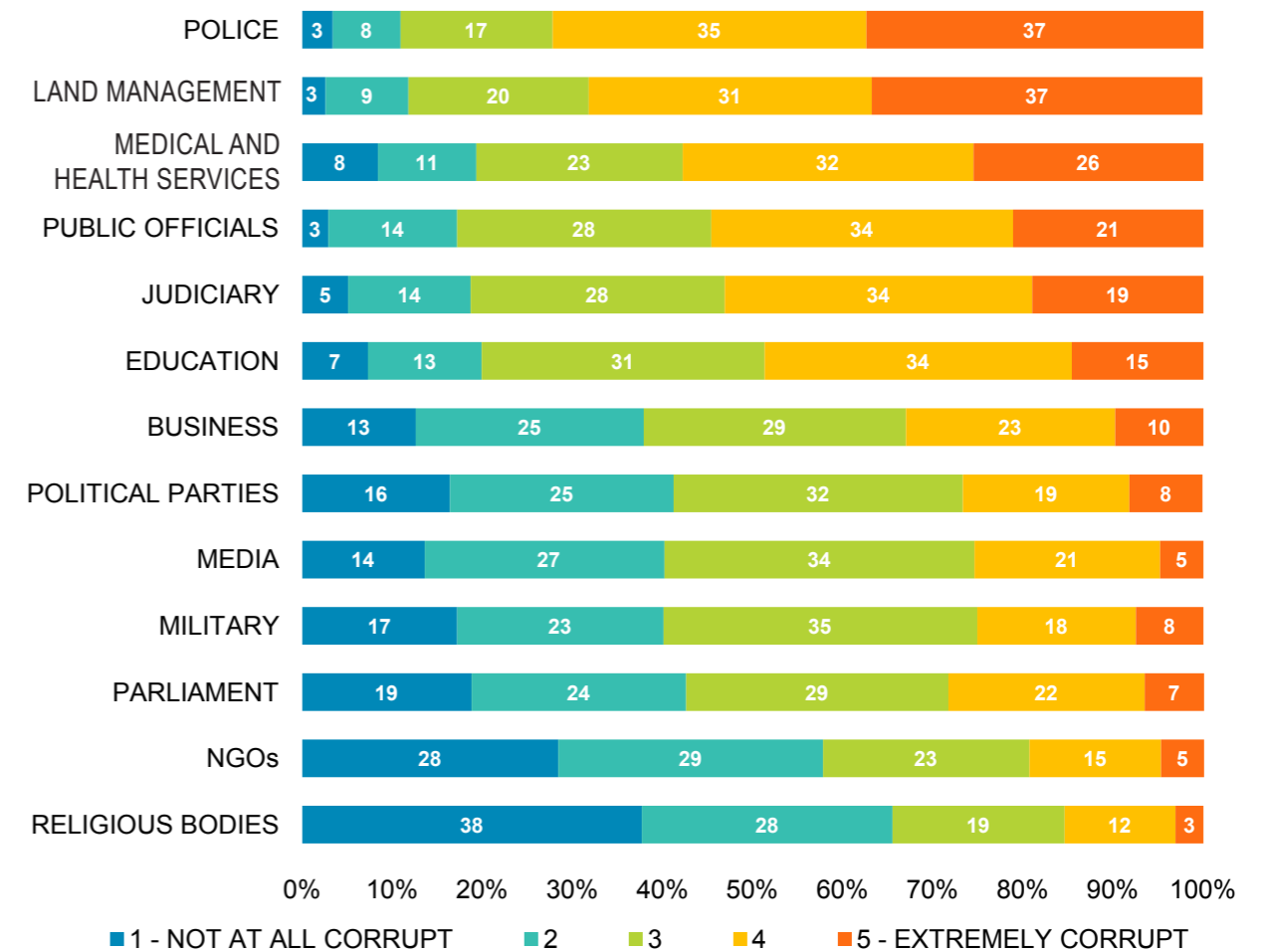


In addition, 59% of respondents felt that personal contacts are important or very important to getting things done in their dealings with the public sector. Only 10% of respondents stated that personal contacts are of little or no importance at all. However, from the region, Vietnam had the second lowest proportion of respondents who felt that personal contacts are important or very important, after Malaysia (46%).

36% of respondents believe that Vietnam's government is "run by a few big entities acting in their own interest" either entirely or to a large extent.

Respondents were asked to measure the extent to which they perceived 13 key sectors and institutions in Vietnam to be affected by corruption using a scale of 1-5 (with 1 indicating no corruption and 5 indicating extreme corruption).

FIGURE 4
SECTORS PERCEIVED TO BE MOST AFFECTED BY CORRUPTION

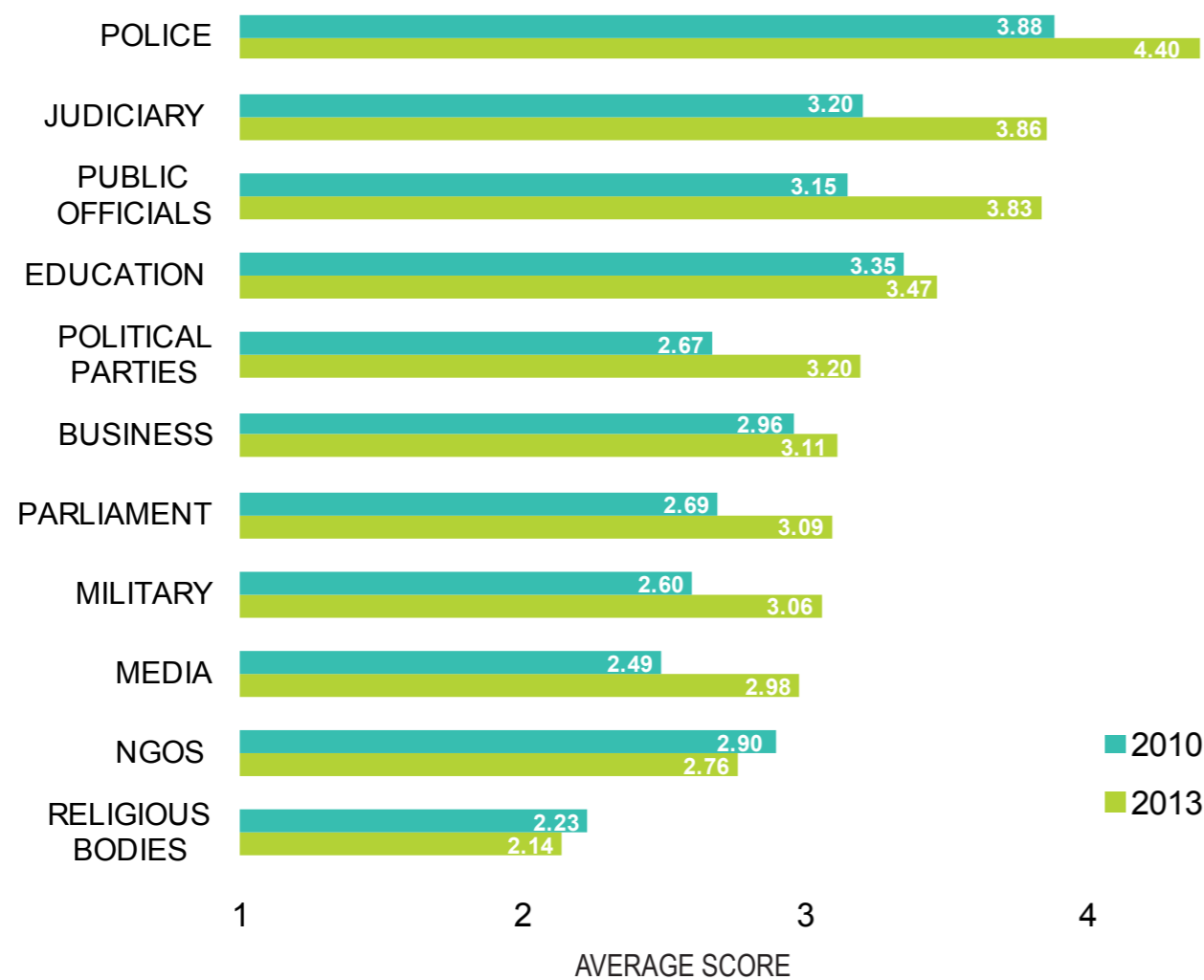


The police is perceived to be the most affected by corruption, followed by land management and medical and health services. Religious bodies and non-government organisations (NGOs) are perceived to be the least affected by corruption. These perceptions are widely confirmed by reported experiences. When surveying which sector respondents paid a bribe to in the past year, the police, land services and medical and health services were also found to have the highest reported incidences of corruption.

When comparing the findings of the urban population of the five cities (Ha Noi, Hai Phong, Da Nang, Ho Chi Minh City and Can Tho) surveyed in both 2013 and 2010, respondents perceive almost all sectors to be more affected by corruption in 2013 with the exception of religious bodies and NGOs which are perceived to be slightly less affected by corruption.³

FIGURE 5
SECTORS PERCEIVED TO BE MOST AFFECTED BY CORRUPTION (2013 VERSUS 2010)
URBAN RESPONDENTS

Average score of each sector, with 1 indicating not corrupt at all and 5 indicating extremely corrupt.

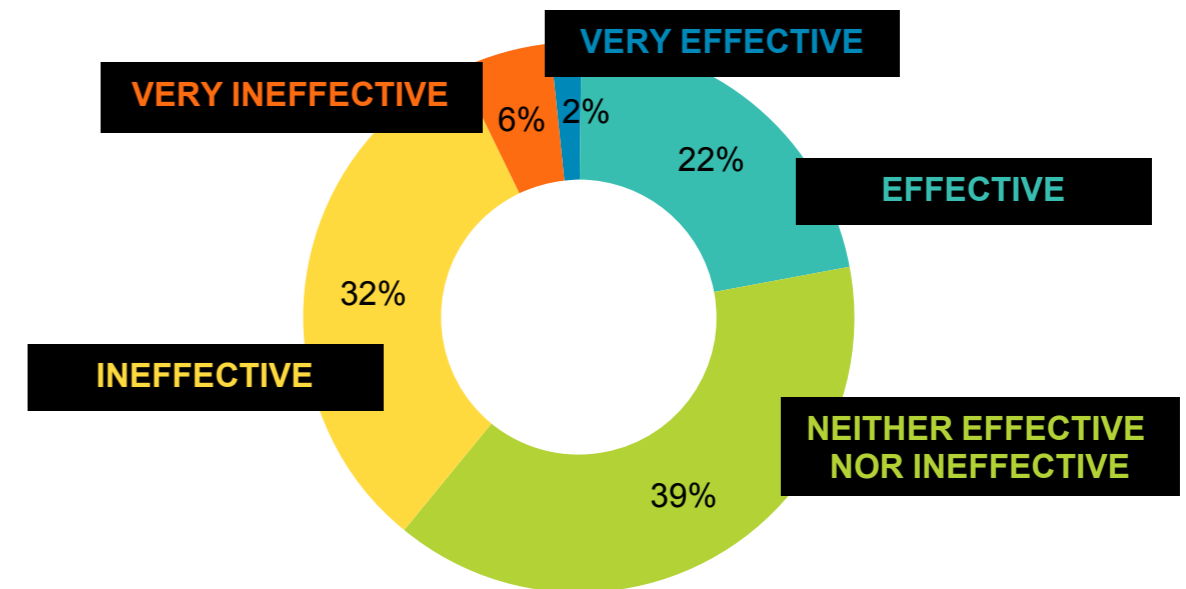


3. The sectors medical and health services and land management were not included as options in the 2010 survey.

PERCEPTION OF GOVERNMENT ANTI-CORRUPTION EFFORTS

Only 24% of respondents perceive Government anti-corruption efforts to be effective. In contrast, 38% of respondents consider anti-corruption efforts to be ineffective or very ineffective. 39% of respondents perceive efforts to be neither effective nor ineffective.

FIGURE 6
PERCEIVED EFFECTIVENESS OF GOVERNMENT ANTI-CORRUPTION EFFORTS

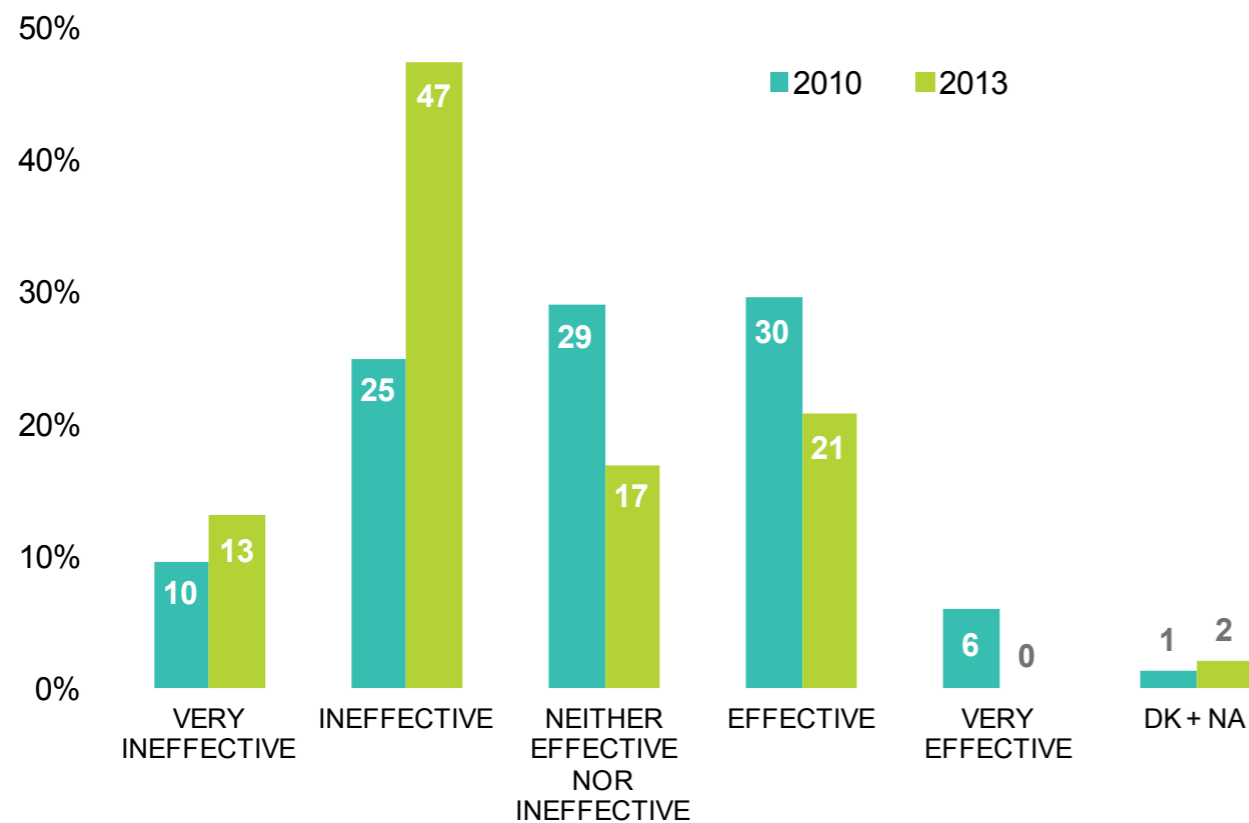


Furthermore, the findings suggest a considerable loss of trust by urban respondents in Government anti-corruption efforts over time, with respondents in 2013 indicating a far more negative view. In 2010, Vietnamese urban citizens showed a relatively balanced view of Government efforts. When comparing the findings from the urban population of the five cities surveyed in both years, notably more respondents view Government efforts to be ineffective in 2013 (60% compared to 35% of respondents in 2010) and fewer respondents view Government efforts to be effective in 2013 (only 21% compared to 36% of respondents in 2010).

In addition, when compared to its Southeast Asian neighbours, the perception of Vietnamese citizens also appears to have become more negative over time. In 2010, Vietnamese citizens had a relatively positive view

of their Government's efforts, with Cambodia as the only other country surveyed where more citizens perceived their Government's efforts to be effective.⁴ In 2013, Vietnamese citizens report the second lowest proportion (24%) of respondents who perceive efforts to be effective or very effective after Indonesia (16%). In comparison a higher proportion of respondents from Cambodia (57%), Malaysia (31%), the Philippines (41%) and Thailand (25%) all view their Government's efforts to be effective.

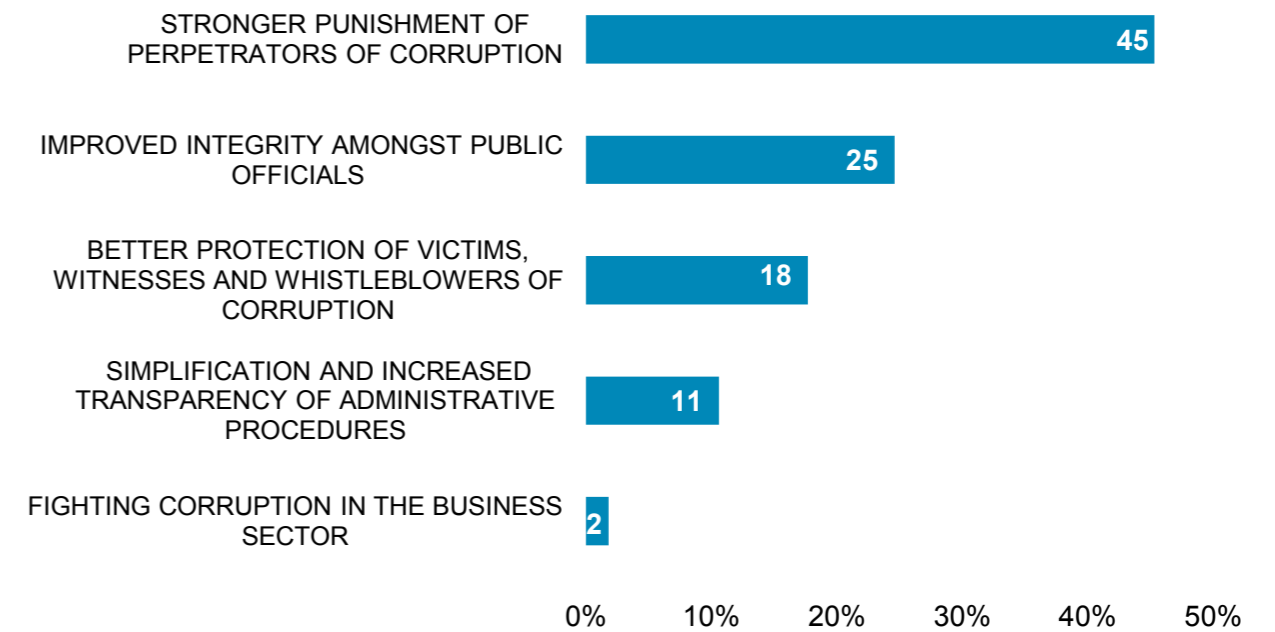
FIGURE 7
PERCEIVED EFFECTIVENESS OF
GOVERNMENT ANTI-CORRUPTION EFFORTS
(2013 VERSUS 2010) URBAN RESPONDENTS



4. See DIAL, TI and TT (2011) *Global Corruption Barometer 2010: Vietnam Country Analysis of the Views and Experiences of Urban Citizens*, p.24.

When asked what they think is the top priority for Government anti-corruption efforts in upcoming years, Vietnamese respondents want to see stronger punishment of perpetrators of corruption (45%), followed by improved integrity amongst public officials (25%) and better protection of victims, witnesses and whistleblowers of corruption (18%).

FIGURE 8
CITIZEN PRIORITIES FOR GOVERNMENT
ANTI-CORRUPTION EFFORTS

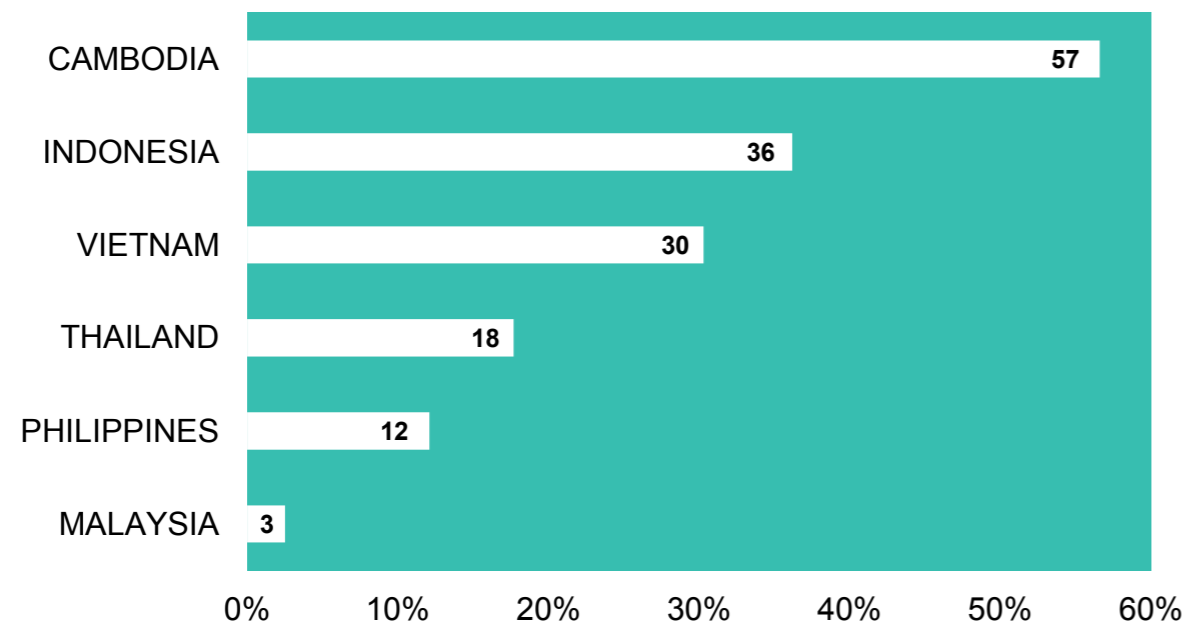


CITIZEN EXPERIENCES OF CORRUPTION

EXPERIENCE WITH CORRUPTION ACROSS SECTORS

In 2013, 30% of Vietnamese respondents paid at least one bribe to any one of eight sectors.⁵ Numerous respondents paid several bribes in the past year to a range of different sectors or paid repeated bribes to the same sector. In some cases, respondents recorded paying more than five separate bribes in the past year to the police, the education system, the judiciary and medical and health services.

Adult respondents over the age of 30 paid more bribes than youth up to 30 years old (32% of adults paid at least one bribe to the eight sectors below compared to 27% of youth). Male respondents were also slightly more likely to pay a bribe than female respondents (32% versus 29%) and urban respondents were more likely to pay a bribe than their rural counterparts (37% versus 27%).



5. The eight sectors are: police, medical and health services, land services, education system, judiciary, registry and permit services, tax and customs, and utilities.

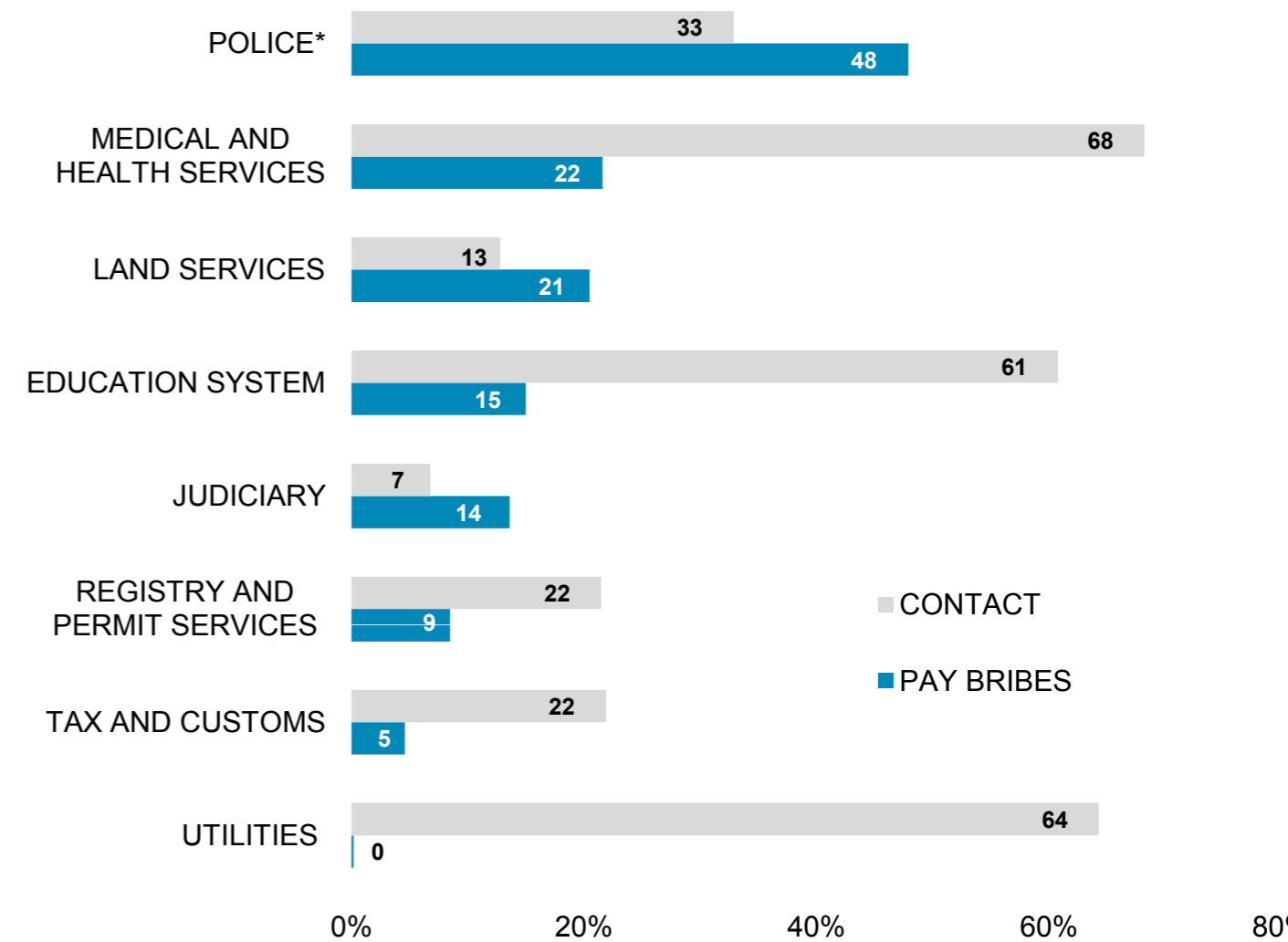
The police, medical and health services and land services were found to have the highest incidence of reported experiences of corruption. 90% of respondents who reported paying a bribe to the police noted that their last bribe was paid to the traffic police.

FIGURE 9
BRIBE PAYERS (SOUTHEAST ASIA)

% of people in Southeast Asia that paid a bribe when coming into contact with any one of 8 services in the past year.

FIGURE 10
CONTACTS AND EXPERIENCES OF CORRUPTION BY SECTOR

% of people in Vietnam that paid a bribe when coming into contact with any one of 8 services in the past year.

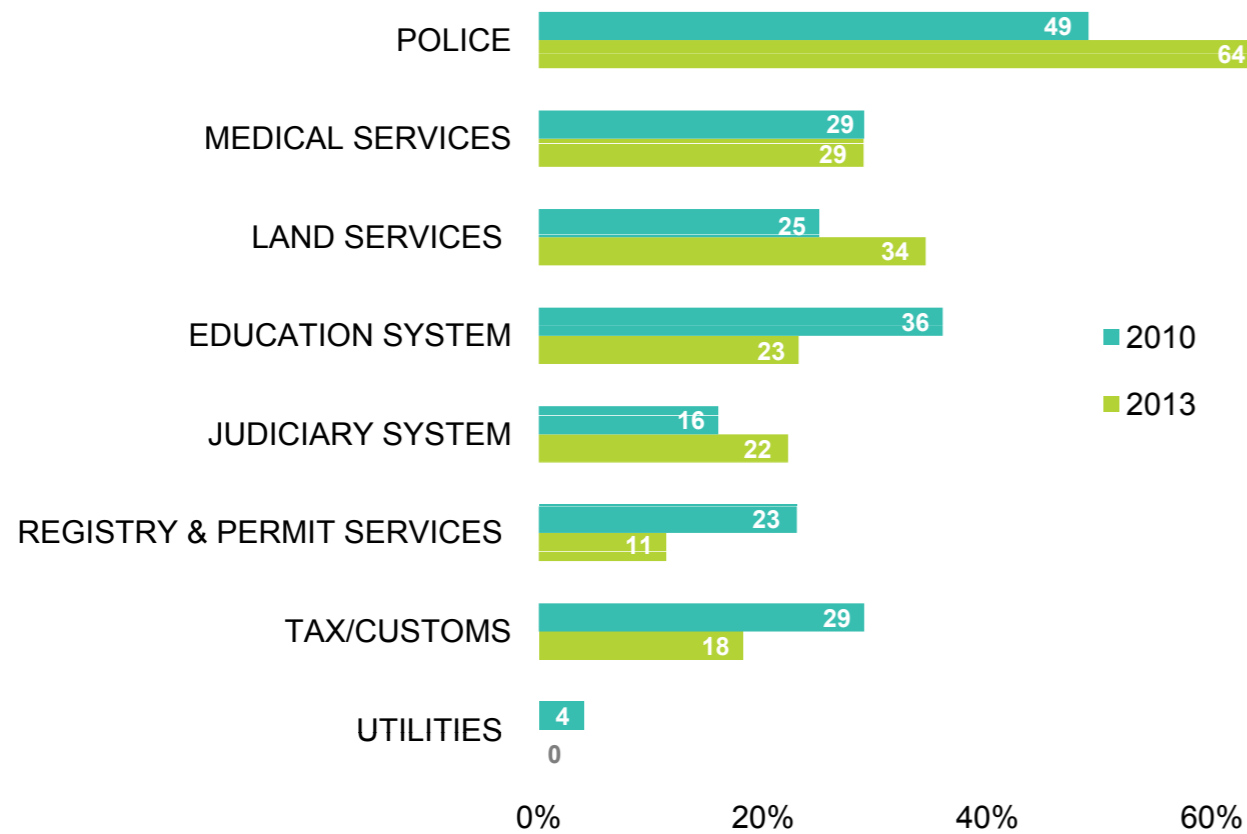


* 90% of respondents who indicated paying a bribe to the police noted that their last bribe was paid to the traffic police.

Confirming perceptions that corruption levels are increasing, a comparison of the urban population of the five cities surveyed in both years found that overall 49% of respondents paid a bribe in 2013, an increase from 40% of respondents in 2010. There was a reported increase in the incidence of corruption in the police, judiciary and land services. Incidences of bribes paid to the education system, tax/customs, utilities, registry and permit services all decreased.

FIGURE 11
BRIBES PAID TO SECTORS, AMONGST THOSE WITH CONTACT (2013 VERSUS 2010)
URBAN RESPONDENTS

% of people in urban Vietnam that paid a bribe when coming into contact with any one of 8 services in the past year.



The average size of bribes paid by respondents varied by sector, with the lowest amount of bribes paid on average to registry and permit services. The highest average amounts of bribes were paid to the judiciary.

These figures appear to confirm previous estimations of average costs of bribes paid by Vietnamese citizens. In particular, the average amount of 486,257 VND (around 24 USD) paid to the education system falls squarely between the lower and upper bounds estimated in the 2012 Vietnam Provincial Government and Public Administration Performance Index (PAPI) of 98,000 – 572,000 VND (around 5 – 27.50 USD).⁷ Similarly, the average cost of the

422,800 VND (around 21 USD) paid to medical and health services falls between the average amounts of bribes paid to doctors at district (200,000 VND, around 10 USD) and central hospitals (500,000 – 1 million VND, around 25-50 USD).⁸

In comparison, the average monthly salary in 2012 in Vietnam was 3.84 million VND (around 185 USD).⁹

TABLE 1
AVERAGE COST OF BRIBES PAID, BY SECTOR

SECTOR ⁶	AVERAGE (VND)	AVERAGE (USD EQUIVALENT)
JUDICIARY	4,600,000.00	230
LAND SERVICES	1,437,500.00	70
TAX AND CUSTOM	560,000.00	25
EDUCATION SYSTEM	486,257.50	24
MEDICAL SERVICES	422,800.00	21
POLICE	400,370.40	20
REGISTRY AND PERMIT SERVICES	166,666.67	8

6. The average bribe paid to utilities was not included due to the small amount of respondents who recalled the exact cost of the last bribe paid.

7. CECODES, VFF-CRT & UNDP (2013) *The Viet Nam Governance and Public Administration Performance Index (PAPI) 2012: Measuring Citizens' Experiences*. A Joint Policy Research Paper by Centre for Community Support and Development Studies (CECODES), Centre for Research and Training of the Viet Nam Fatherland Front (VFF-CRT), and United Nations Development Programme (UNDP). Hanoi, Vietnam. p.30.

8. Research and Training Centre for Community Development (RTCCD), TT, TI and Boston University School of Public Health (BUSPH) (2011) *Towards a Transparent and Quality Healthcare System*, p.26. This amount is higher than the upper bounds of bribes estimated in 2012 PAPI (146,000 VND) at public district hospitals, as the RTCCD, TT, TI and BUSPH report shows that bribes paid to district hospitals are significantly lower than the bribes paid to provincial and central hospitals

9. Thanh Nien, *Vietnam average monthly wage rises to \$185*, 25 January 2012, available at: <http://www.thanhniennews.com/index/pages/20120125-salaries-rise-in-vietnam-income-gap-still-wide.aspx>

REASONS FOR PAYING BRIBES

The most commonly reported reason for paying a bribe in Vietnam is to speed things up. Taking a regional comparison, this places Vietnam closely in line with other Southeast Asian countries where speeding things up is by far the most common reason given for paying bribes.

However, more respondents in Vietnam, than in any other country surveyed in the region, gave a bribe because “it was the only way to obtain a service”.

In Vietnam, rural respondents appear to be more likely to pay a bribe as a gift or to express gratitude than urban respondents. 27% of rural respondents who paid a bribe in the past year stated that it was given as a gift or to express gratitude versus 19% of urban respondents. Urban respondents appear to be more likely to pay a bribe to speed things up (51% of urban respondents versus 35% of rural respondents). The proportion of urban versus rural respondents who reported paying a bribe because it was the only way to obtain a service shows little divergence (27% versus 24%).

However, younger respondents (up to 30 years old) appear to be more likely than adults to perceive bribes as being paid as “the only way to obtain a service” (29% of youth respondents compared to 24% of adults).

Vietnamese citizens appear to increasingly perceive that bribery is the only way to obtain a service. Comparing the responses from the urban population of the five cities surveyed in 2010 and 2013, there is a decrease in the proportion of respondents who reported paying a bribe in order to speed things up (from 82% to 59%), whilst the proportion of respondents who paid a bribe to “receive a service” increased from 6% to 24%.

TABLE 2
REASONS FOR PAYING BRIBES
(SOUTHEAST ASIA)

COUNTRY	AS A GIFT, OR TO EXPRESS GRATITUDE	TO GET A CHEAPER SERVICE	TO SPEED THINGS UP	IT WAS THE ONLY WAY TO OBTAIN A SERVICE
CAMBODIA	51%	6%	28%	15%
INDONESIA	13%	6%	71%	11%
MALAYSIA	3%	19%	55%	23%
PHILIPPINES	19%	6%	67%	8%
THAILAND	10%	16%	67%	8%
VIETNAM	24%	9%	41%	26%
AVERAGE	20%	10%	55%	15%

CITIZENS AGAINST CORRUPTION

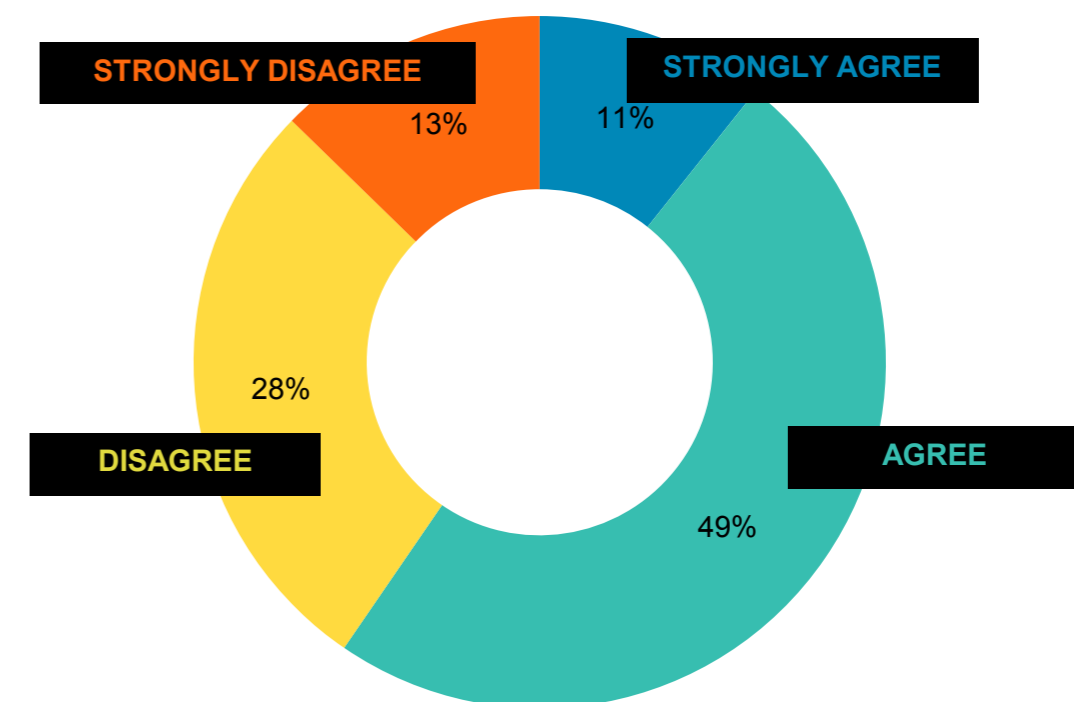
PEOPLE’S WILLINGNESS TO GET INVOLVED

60% of Vietnamese respondents believe that ordinary people can make a difference in the fight against corruption. Rural respondents are the most positive, with 65% of respondents agreeing or strongly agreeing that ordinary people can make a difference compared to only 47% of urban respondents.

However, when comparing these figures to responses in neighbouring countries, Vietnamese respondents are actually the most pessimistic concerning their ability to effect change. On average, 76% of respondents from Southeast Asia believe that ordinary people can make a

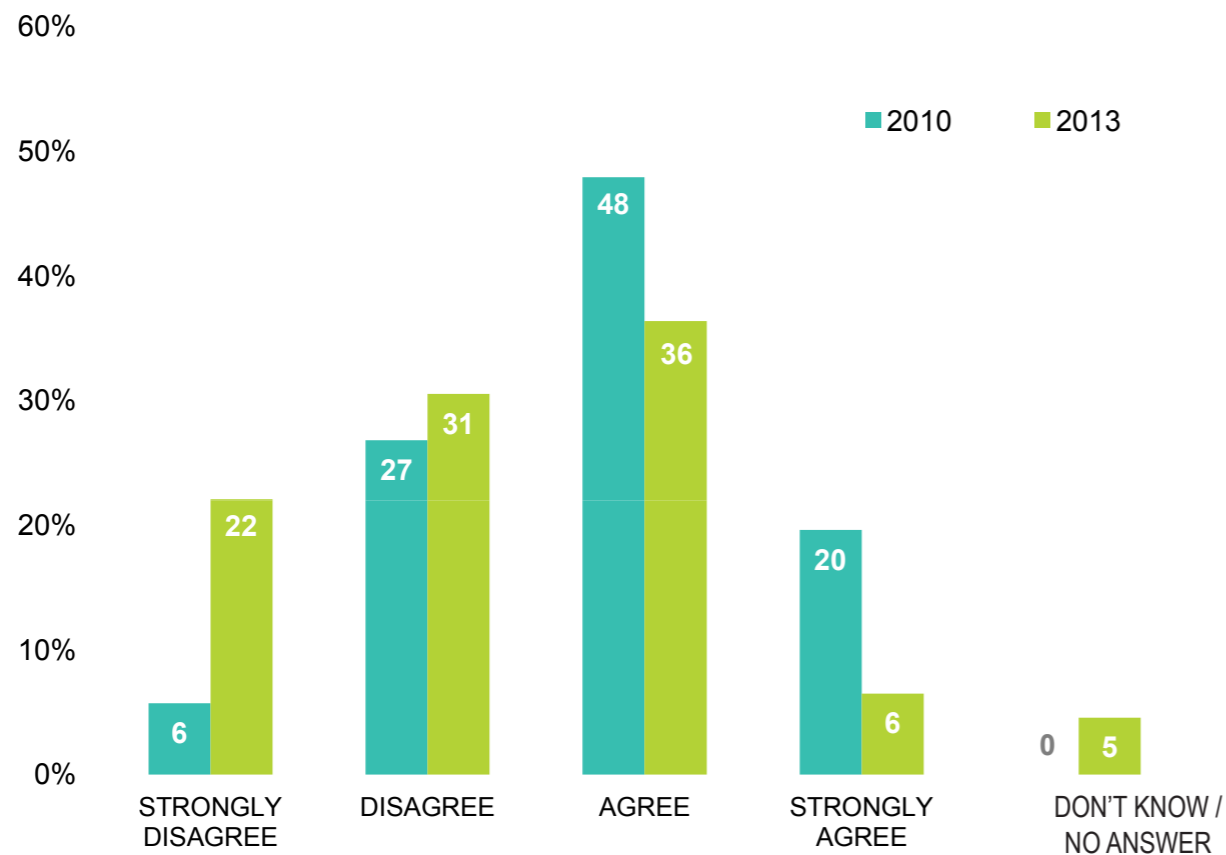
difference, with Malaysians being the most positive (87% of respondents believe that ordinary people can make a difference). Even Thailand, which had the second most negative view, still recorded 71% of respondents believing that ordinary people can make a difference.

FIGURE 12
CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION



Furthermore, Vietnamese respondents appear to be becoming more pessimistic over time. A comparison of findings from the urban population of the five cities surveyed in 2013 and 2010 show that consistently less respondents in 2013 agree or strongly agree that ordinary people can make a difference while consistently more respondents disagree or strongly disagree that ordinary people can make a difference.

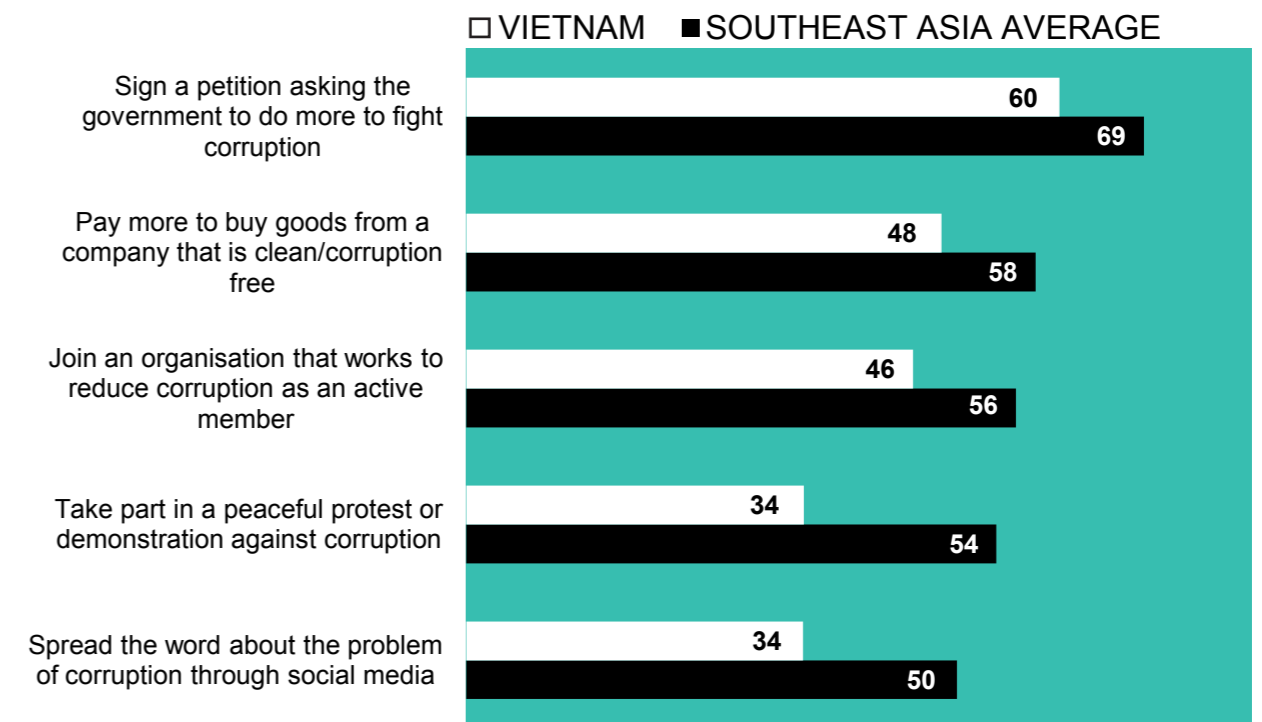
FIGURE 13
CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION (2013 VERSUS 2010) URBAN RESPONDENTS



The increasing pessimism over whether ordinary people can make a difference against corruption also appears to translate into a limited willingness amongst respondents to personally become involved in the fight against corruption. While 60% of respondents are ready to sign a petition asking the government to do more against corruption, less than half of respondents are willing to participate in any other form of action against corruption.

The proportion of Vietnamese respondents willing to get involved was categorically lower for every single form of action when compared to the Southeast Asia regional average. In each case, Vietnamese respondents are either the least or second least willing (after Indonesia) to get involved in an action against corruption.¹⁰

FIGURE 14
WILLINGNESS TO GET INVOLVED IN THE FIGHT AGAINST CORRUPTION (VIETNAM AND SOUTHEAST ASIA AVERAGES)



10. TI (2013) *Daily Lives and Public Opinion in Southeast Asia*, p.16.

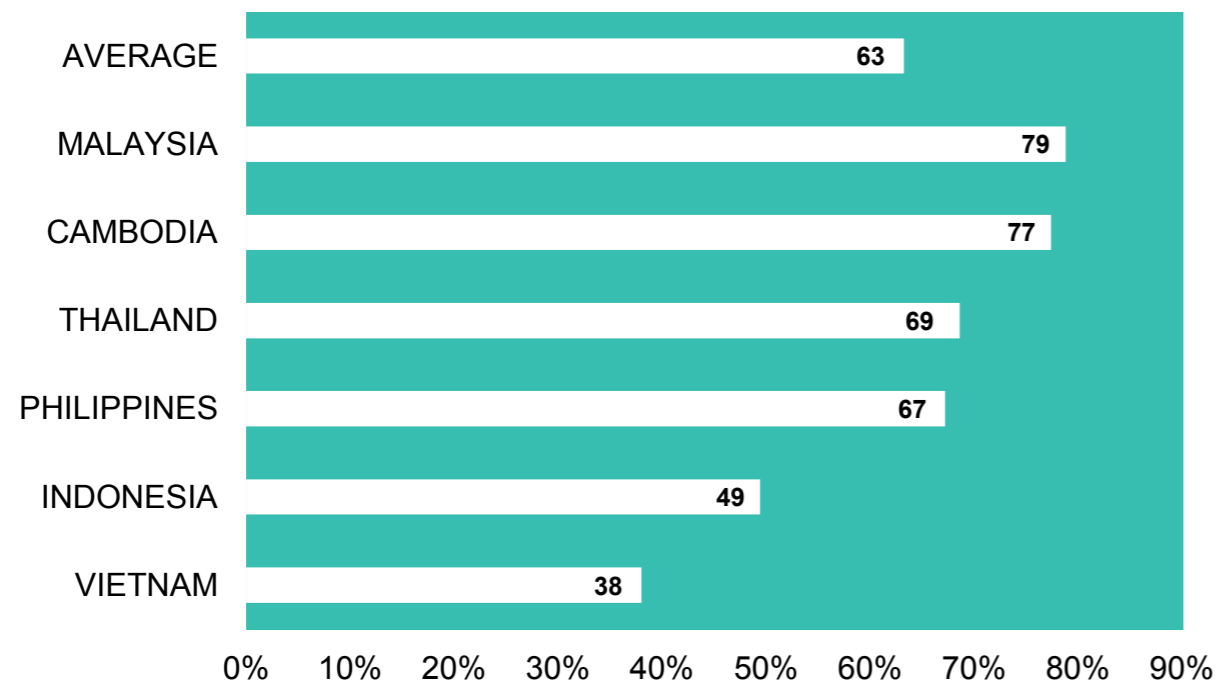
REPORTING CORRUPTION

Only 38% of respondents are willing to report a case of corruption. Vietnamese citizens appear to be highly reluctant to report a case of corruption, with the data indicating that willingness to report corruption is declining among urban citizens.

When comparing the findings from 2010, urban respondents have become markedly more reluctant to report a case of corruption. In 2013, only 34% of respondents from the urban population of the five cities surveyed in both years are willing to report and 63% of respondents are not willing to report. In 2010, the case was the inverse: 65% of respondents were willing to report, while only 35% of respondents were not willing to report.

In Southeast Asia, Vietnamese respondents are the least willing out of all countries surveyed to report an incident of corruption. On average, 63% of respondents from Southeast Asia are willing to report – with respondents from Malaysia being the most willing (79%). Indonesian respondents are the second least willing, after Vietnam, with almost half (49%) of respondents still ready to report.

FIGURE 15
WILLINGNESS TO REPORT AN INCIDENT OF CORRUPTION (SOUTHEAST ASIA)



For those who are willing to report corruption, most respondents elect to report to a general government institution or hotline (40%) followed by directly to the institution involved (36%). 15% would report to the news media and only 6% would report to an independent non-profit organisation.

Despite other research confirming public agreement of the important role played by the media in fighting corruption, with 82-83.6% of public official and enterprises agreeing that the media discovers many corruption cases before the authorities begin their work,¹¹ it appears that ordinary citizens continue to select official government mechanisms as the first channel to report.

To better understand who is the most reluctant to report and why, the findings were broken down by demographics. Male respondents appeared more willing to report a case of corruption, with 41% of male respondents willing to report compared to 35% of female respondents. Young people (up to 30 years old) are more likely to report than adults over the age of 30 (41% versus 35%), corresponding with the findings of the 2010 Youth Integrity Survey, which found that when faced with a concrete case of corruption youth were more likely to report than

adults.¹² Rural respondents were also considerably more likely to report than urban respondents (41% versus 30%). Finally, more educated respondents appear to be more likely to report – 43% of respondents with a university level education were willing to report compared to 37% of respondents with a secondary education and 34% of respondents with only basic education.¹³

A cross tabulation of the findings show a clear correlation between Vietnamese respondents who agree that ordinary people could make a difference and those willing to report corruption. The stronger a respondent agrees that ordinary people can make a difference the more willing they are to report an incidence of corruption. It appears that Vietnamese citizens first need to believe that ordinary citizens can make a difference in the fight against corruption, before they are willing to become personally involved in taking action against corruption.

TABLE 3
WHERE PEOPLE WOULD REPORT AN INCIDENT OF CORRUPTION

	DIRECTLY TO THE INSTITUTION INVOLVED	GENERAL GOVERNMENT INSTITUTION OR HOTLINE	INDEPENDENT NON-PROFIT ORGANISATION	NEWS MEDIA	OTHER
IF YOU WERE WILLING TO REPORT - WHERE WOULD YOU REPORT AN INCIDENT OF CORRUPTION?	36%	40%	6%	15%	3%

11. Government Inspectorate and World Bank, *Corruption from the Perspective of Citizens, Firms and Public Officials*, 2013, p.75

12. CECODES, DIAL, Live&Learn, Towards Transparency and Transparency International, *Youth Integrity in Vietnam: Piloting Transparency International's Youth Integrity Survey*, p.33.

13. Calculations of respondents with no education were excluded, due to the very low rate of respondents (13 in total) who had no education.

In terms of why Vietnamese citizens are reluctant to report, more than half of respondents indicated that it was because “it wouldn’t make any difference”. Compared to responses received from the sub-region, markedly more Vietnamese respondents selected this as their key reason for not reporting corruption compared to any other country surveyed in Southeast Asia. This appears to support the findings of the 2012 Government Inspectorate (GI) and World Bank (WB) survey, which found that the two most common reasons given by citizens for not reporting corruption was because those responsible for handling complaints were related to the corrupt person(s) and they had no trust in those responsible to handle complaints.¹⁴ These two factors undeniably play an important part in propelling the perception amongst citizens that reporting wouldn’t make any difference.

The second most common reason given by Vietnamese respondents was because they are “afraid of the consequences”. Whilst this percentage was considerably less than the regional average (28% compared to an average of 50% of respondents from Southeast Asia), data from other research suggests that the decision not to report corruption is often driven by more than one reason. In the GI and WB survey, while fear of retaliation was only the third highest reason for not reporting corruption, 62% of respondents still indicated that this was a factor which made them more hesitant in reporting corruption.¹⁵

TABLE 4
REASONS FOR NOT REPORTING CORRUPTION (SOUTHEAST ASIA)

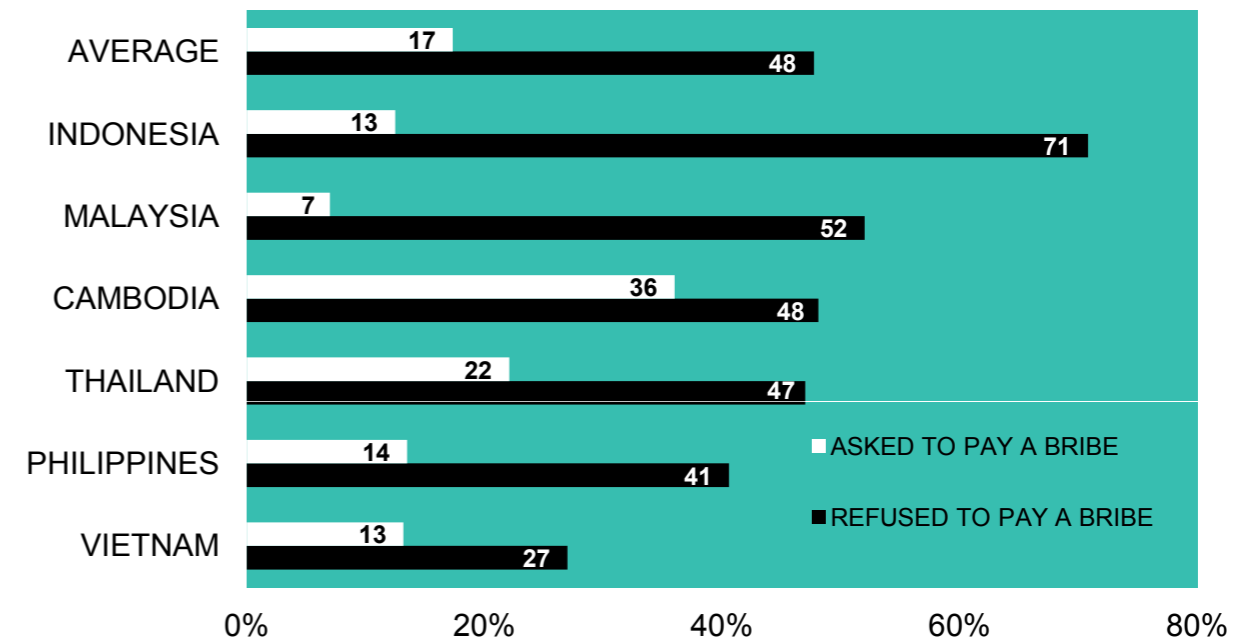
COUNTRY	I DO NOT KNOW WHERE TO REPORT	I AM AFRAID OF THE CONSEQUENCES	IT WOULDN'T MAKE ANY DIFFERENCE	OTHER
CAMBODIA	17%	77%	3%	3%
INDONESIA	27%	43%	30%	1%
MALAYSIA	12%	72%	16%	0%
PHILIPPINES	17%	39%	44%	0%
THAILAND	10%	42%	43%	5%
VIETNAM	21%	28%	51%	0%
AVERAGE	17%	50%	31%	1%

REFUSING CORRUPTION

13% of Vietnamese respondents have ever been asked to pay a bribe. This proportion falls slightly under the sub-regional average, but is quite closely in line with the proportion of respondents in Indonesia (13%) and the Philippines (14%) who report having been asked for a bribe.

However, Vietnamese respondents are less likely to refuse paying a bribe than their peers in other Southeast Asian countries. Only 27% of Vietnamese respondents who had been asked for a bribe had ever refused to pay the bribe, strikingly fewer than any other country surveyed in the region. In contrast, 71% of Indonesian respondents had ever reported refusing to pay a bribe and between 41-52% of respondents from Cambodia, Malaysia, the Philippines and Thailand have all refused to pay a bribe.

FIGURE 16
RESPONDENTS REFUSING TO PAY A BRIBE (SOUTHEAST ASIA)



14. Government Inspectorate and World Bank, *Corruption from the Perspective of Citizens, Firms and Public Officials*, 2013, p.70.

15. *Ibid.*

Out of those who reported refusing to pay a bribe, 60% of respondents noted that despite refusing to pay the bribe they were still able to obtain the service, but faced additional problems like longer waiting times. A smaller proportion of respondents (17%) were unable to obtain the service, whilst the same proportion faced no adverse consequences from their refusal to pay the bribe. Very few respondents faced any severe problems like threats or reprisals (6%).

TABLE 5
CONSEQUENCES OF REFUSING TO PAY A BRIBE

WHAT WAS THE CONSEQUENCE OF YOUR MOST RECENT REFUSAL TO PAY A BRIBE?	I FACED NO ADVERSE CONSEQUENCES	I WAS ABLE TO OBTAIN THE SERVICE, BUT FACED ADDITIONAL PROBLEMS LIKE WAITING LONGER	I WAS UNABLE TO OBTAIN THE SERVICE	I FACED SEVERE PROBLEMS, LIKE THREATS OR REPRISALS
	17%	60%	17%	6%

LOOKING FORWARD

Despite the positive anti-corruption efforts which have taken place over the past two years, the findings of the 2013 Global Corruption Barometer suggest that corruption remains a serious problem for Vietnam, with the perceptions of citizens becoming increasingly pessimistic. Overall, a considerable majority of respondents perceive corruption to have increased over the past two years.

Police, medical and health services and land have the highest perceived and reported rates of corruption. Experiences with corruption in the police, land services and judiciary are increasing. The most commonly reported reason for paying a bribe to these sectors was to speed things up, but the findings show that urban respondents increasingly see bribery as the only way to obtain a service. **Anti-corruption efforts need to target the sectors where people experience the highest rate of corruption, guaranteeing that timely access to services does not require bribes.** This will include continuing to simplify and increase transparency in administrative procedures; clarifying legal provisions to reduce the discretion that allows public officials to abuse their positions; improving monitoring over the provision of public services and conducting public anti-bribery campaigns.

However, perhaps more worrying is the negative turnaround in citizen perceptions of Government anti-corruption efforts. In 2010, urban Vietnamese respondents were relatively balanced in their views. The picture in 2013 is far more negative with less than one quarter of respondents viewing anti-corruption efforts as effective. When asked what people saw as the key priority in Government anti-corruption efforts, the findings suggest that **there needs to be swift and appropriate sanctions applied to those involved in corruption to increase public trust in Government anti-corruption efforts.**

Yet the findings also show that Vietnamese citizens can and need to be more involved in anti-corruption. In the Southeast Asia region, Vietnamese respondents were



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the least likely to believe that ordinary people can make a difference against corruption, with their pessimism translating into a strong reluctance to take part in concrete anti-corruption efforts.

Despite the passing of a new Law on Denunciation in 2011, urban Vietnamese respondents are actually less likely in 2013 compared to 2010 to report a case of corruption. **Reporting of corruption needs to be more strongly encouraged and must show results.** There needs to be a more concrete indication that reporting will make a difference, by improving the effectiveness and responsiveness of official complaint channels and by promoting the role that independent institutions can play in supporting the handling of complaints. Victims, witnesses and whistleblowers of corruption need to be sure that they will receive adequate protection.

Vietnamese respondents are also the least likely in the region to refuse to pay a bribe. More than three quarters of respondents who refused to pay a bribe faced either no adverse consequence or despite facing additional problems were still able to attain the service. **Citizens can make a difference in anti-corruption by taking a stronger stance to stop offering and start refusing to pay bribes.** To encourage people to do this they need to be ensured that they will not face adverse consequences from resisting bribery, be aware of the costs of corruption to society as well as their rights and responsibilities in preventing it.

ANNEXES

METHODOLOGICAL NOTE

Face to face interviews were carried out with a total of 1,000 randomly selected citizens from the urban and rural populations of 15 provinces and cities across Northern, Central and Southern Vietnam. The survey sample has been weighted to be nationally representative where possible. In Vietnam, provinces were surveyed in proportion to the overall Vietnamese population, meaning that more respondents were interviewed from larger provinces and fewer respondents were interviewed from less populated provinces. Respondents were randomly selected through the door-to-door procedure and interviewed face to face.

The global questionnaire was developed by Transparency International to allow comparisons between countries. The 2013 global questionnaire also repeats a number of questions used in previous editions of the Barometer allowing for comparisons over time.

The 2013 survey in Vietnam expands on the coverage of the 2010 Barometer which was limited to urban populations in the major cities of Hanoi, Da Nang, Hai

Phong, Ho Chi Minh City and Can Tho. Consequently, comparisons in findings between 2013 and 2010 look only at the sample of responses from the urban populations of the five cities surveyed in both years.

The data has been checked and analysed at the Transparency International Secretariat in Berlin and verified by an independent statistician. With the exception of data showing comparisons between 2010 and 2013, the results presented in the report do not include ambiguous responses (don't know/no answer). Percentages are rounded to the nearest full number. Any apparent small difference in the aggregated global results or total percentages which do not equal 100% are due to rounding.

Out of the 107 countries included in the 2013 Global Corruption Barometer, 6000 people from 6 countries in Southeast Asia were surveyed between September 2012 and March 2013. Comparisons between Vietnam and other countries from Southeast Asia use the un-weighted average across the 6 countries surveyed.

COUNTRY/TERRITORY	FIRM	SAMPLE SIZE	SUVEY METHOD	COVERAGE
Cambodia	Indochina Research	1000	Face to face	National
Indonesia	Deka	1000	Face to face	National
Malaysia	TNS Malaysia	1000	Computer Assisted Telephone Interviewing (CATI)	National
Philippines	PSRC	1000	Face to face	National
Thailand	InfoSearch co. Ltd	1000	CATI	National
Vietnam	Indochina Research	1000	Face to face	National

DEMOGRAPHICS

GENDER:

Male	49%
Female	51%

RURAL / URBAN

Rural	70%
Urban	30%

AGE GROUP:

Under 25	30%
25-50	60%
51-64	11%
65+	0%

INCOME

Low (well below average)	13%
Medium low (a little below average)	24%
Medium (average)	45%
Medium high (a little above average)	10%
High (well above average)	2%
Not reported	6%

EDUCATION

None	1%
Only basic	15%
Secondary school	59%
High level (eg university)	24%

OCCUPATION

Public sector employee	6%
Private sector employee	19%
NGO (non-profit) sector	0%
Household business (agriculture)	13%
Household business (non-agriculture)	27%
Unemployed	4%
Not working (student, retired etc)	27%

QUESTIONNAIRE AND RESULTS

Q1	DECREASED A LOT	DECREASED A LITTLE	STAYED THE SAME	INCREASED A LITTLE	INCREASED A LOT
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OVER THE PAST 2 YEARS, HOW HAS THE LEVEL OF CORRUPTION IN THIS COUNTRY CHANGED?

3% 15% 27% 27% 28%

Q2	NOT A PROBLEM AT ALL (1)	A VERY SERIOUS PROBLEM (5)
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TO WHAT EXTENT DO YOU BELIEVE CORRUPTION IS A PROBLEM IN THE PUBLIC SECTOR IN YOUR COUNTRY?

5% 10% 25% 31% 30%

Q3	NOT IMPORTANT AT ALL	OF LITTLE IMPORTANCE	MODERATELY IMPORTANT	IMPORTANT	VERY IMPORTANT
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IN YOUR DEALINGS WITH THE PUBLIC SECTOR, HOW IMPORTANT ARE PERSONAL CONTACTS TO GET THINGS DONE?

2% 8% 31% 39% 20%

Q4	NOT AT ALL	LIMITED EXTENT	SOMEWHAT	LARGE EXTENT	ENTIRELY
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TO WHAT EXTENT IS THIS COUNTRY'S GOVERNMENT RUN BY A FEW BIG ENTITIES ACTING IN THEIR OWN BEST INTERESTS?

4% 13% 47% 31% 5%

Q5	VERY EFFECTIVE	EFFECTIVE	NEITHER EFFECTIVE NOR INEFFECTIVE	INEFFECTIVE	VERY INEFFECTIVE
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HOW EFFECTIVE DO YOU THINK YOUR GOVERNMENT'S ACTIONS ARE IN THE FIGHT AGAINST CORRUPTION?

2% 22% 39% 32% 6%

Q5B	IMPROVED INTEGRITY AMONGST PUBLIC OFFICIALS	BETTER PROTECTION OF VICTIMS, WITNESSES AND WHISTLE-BLOWERS OF CORRUPTION	STRONGER PUNISHMENT OF PERPETRATORS OF CORRUPTION	SIMPLIFICATION AND INCREASED TRANSPARENCY OF ADMINISTRATIVE PROCEDURES	FIGHT CORRUPTION IN THE BUSINESS SECTOR
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WHAT DO YOU THINK SHOULD BE THE TOP PRIORITY FOR THE GOVERNMENT ANTI-CORRUPTION EFFORTS IN UPCOMING YEARS?

25% 18% 45% 11% 2%

Q6 TO WHAT EXTENT DO YOU SEE THE FOLLOWING CATEGORIES TO BE AFFECTED BY CORRUPTION IN THIS COUNTRY?	NOT AT ALL CORRUPT				EXTREMELY CORRUPT
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POLITICAL PARTIES	16%	25%	32%	19%	8%
PARLIAMENT/LEGISLATURE	19%	24%	29%	22%	7%
MILITARY	17%	23%	35%	18%	8%
NGOS	28%	29%	23%	15%	5%
MEDIA	14%	27%	34%	21%	5%
RELIGIOUS BODIES	38%	28%	19%	12%	3%
BUSINESS/PRIVATE SECTOR	13%	25%	29%	23%	10%
EDUCATION SYSTEM	7%	13%	31%	34%	15%
JUDICIARY	5%	14%	28%	34%	19%
MEDICAL AND HEALTH SERVICES	8%	11%	23%	32%	26%
POLICE	3%	8%	17%	35%	37%
PUBLIC OFFICIALS/CIVIL SERVANTS	3%	14%	28%	34%	21%
LAND MANAGEMENT	3%	9%	20%	31%	37%

Q7	IN THE PAST 12 MONTHS, HAVE YOU OR ANYONE LIVING IN YOUR HOUSEHOLD HAD CONTACT OR CONTACTS WITH ANY OF THE FOLLOWING?	IN YOUR CONTACT HAVE YOU OR ANYONE LIVING IN YOUR HOUSEHOLD PAID A BRIBE?
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EDUCATION SYSTEM	61%	15%
JUDICIAL SYSTEM	7%	14%
MEDICAL AND HEALTH SERVICES	68%	22%
POLICE	33%	48%
REGISTRY AND PERMIT SERVICE	22%	9%
UTILITIES	64%	0%
TAX OR CUSTOMS	22%	5%
LAND SERVICES	13%	21%

Q7B4A	TRAFFIC POLICE	ECONOMICS POLICE	RESIDENTIAL / LOCAL POLICE	OTHER
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WHICH TYPE OF POLICE DID YOU PAY YOUR LAST BRIBE TO?

90% 1% 8% 1%

Q8	AS A GIFT, GRATITUDE	TO GET A CHEAPER SERVICE	TO SPEED THINGS UP	IT WAS THE ONLY WAY TO OBTAIN A SERVICE
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WHAT WAS THE MOST COMMON REASON FOR PAYING THE BRIBE/BRIBES?

24% 9% 41% 26%

Q9	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE
DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENT: ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION	11%	49%	28%	13%

Q10AE WOULD YOU BE WILLING TO DO THE FOLLOWING TO FIGHT CORRUPTION	YES	NO
SIGN A PETITION ASKING THE GOVERNMENT TO DO MORE TO FIGHT CORRUPTION	60%	40%
TAKE PART IN A PEACEFUL PROTEST OR DEMONSTRATION AGAINST CORRUPTION	34%	66%
JOIN AN ORGANISATION THAT WORKS TO REDUCE CORRUPTION AS AN ACTIVE MEMBER	46%	55%
PAY MORE TO BUY GOODS FROM A COMPANY THAT IS CLEAN/CORRUPTION FREE	48%	52%
SPREAD THE WORD ABOUT THE PROBLEM OF CORRUPTION THROUGH SOCIAL MEDIA	34%	66%

Q10F	YES	NO
WOULD YOU REPORT AN INCIDENT OF CORRUPTION?	38%	62%

Q11A	DIRECTLY TO THE INSTITUTION INVOLVED	GENERAL GOVERNMENT INSTITUTION OR HOTLINE	INDEPENDENT NON-PROFIT ORGANISATION	NEWS MEDIA	OTHER
IF YES TO 10F – TO WHOM WOULD YOU REPORT AN INCIDENT OF CORRUPTION?	36%	40%	6%	15%	3%

Q11B	I DO NOT KNOW WHERE TO REPORT	I AM AFRAID OF THE CONSEQUENCES	IT WOULDN'T MAKE ANY DIFFERENCE	OTHER
IF NO TO 10F - WHY WOULD YOU NOT REPORT AN INCIDENT OF CORRUPTION	21%	28%	51%	0%

Q12	YES	NO
HAVE YOU EVER BEEN ASKED TO PAY A BRIBE	13%	87%
HAVE YOU REFUSED TO PAY A BRIBE?	27%	73%

Q12B	I FACED NO ADVERSE CONSEQUENCES	I WAS ABLE TO OBTAIN THE SERVICE, BUT FACED ADDITIONAL PROBLEMS LIKE WAITING LONGER	I WAS UNABLE TO OBTAIN THE SERVICE	I FACED SEVERE PROBLEMS, LIKE THREATS OR REPRISALS
WHAT WAS THE CONSEQUENCE OF YOUR MOST RECENT REFUSAL TO PAY A BRIBE?	17%	60%	17%	6%

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