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VIETNAM CORRUPTION BAROMETER 2019

VIETNAMESE CITIZENS'
VIEWS AND EXPERIENCES
OF CORRUPTION

(for reference)



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Towards Transparency (TT) is a Vietnamese non-profit consultancy company founded in 2008 to contribute to the prevention of and fight against corruption. In March 2009, TT became the official national contact of Transparency International. TT's vision is a Vietnam free of corruption where people enjoy social justice, accountability and transparency in all aspects of life. TT's mission is to reduce corruption in Vietnam by increasing demand and promoting measures for transparency, accountability and integrity in government, business, and civil society at large.

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VIETNAM CORRUPTION BAROMETER 2019

**VIETNAMESE CITIZENS'
VIEWS AND EXPERIENCES
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EXECUTIVE SUMMARY

The Vietnam Corruption Barometer 2019 (VCB-2019) was conducted in the context of significant attention to anti-corruption in the country. The anti-corruption campaign led by the Communist Party of Vietnam has received a strong political backing as well as increasing support from citizens.

Over the past three years, the anti-corruption legal framework was improved, more anti-corruption actions were implemented, and high-ranking officials involved in corruption were prosecuted.

While there is much work to be done to strengthen governance and combat corruption in Vietnam, recent efforts seem to have improved the confidence of citizens in their government's anti-corruption actions. Between July and August 2019, Towards Transparency (TT) surveyed 1,085 citizens in 19 provinces and cities across Vietnam. To get further insight into citizens' views and experiences, TT also conducted qualitative interviews in November 2019. This 4th edition of the survey provides new insights into the perceptions and experiences of corruption by Vietnamese citizens, and offers recommendations for public and private actors.

KEY FINDINGS OF THE VIETNAM CORRUPTION BAROMETER (VCB-2019)

01

Corruption is an Increasing Concern for Vietnamese Citizens

Surveyed citizens indicated that corruption is their 4th biggest concern (following poverty reduction, food hygiene, and crime/safety), escalating from the 7th position of biggest concerns as documented in the 2017 edition of the survey.

02

Nearly One in Five said They Paid a Bribe, a Large Decline from Previous Years

About 18% of respondents who had contact with one or more of the seven surveyed public services reported to have paid bribes in the preceding year. This marks a large decrease from previous editions.¹

03

Government Action against Corruption Perceived as more Effective

Nearly one in two (49%) said that the government actions are effective or very effective in the fight against corruption, that is more than twice the perception level in 2016 (21%).

04

More Citizens Believe That They Can Make a Difference in Combating Corruption

Respondents of the 2019 survey (71%) reported they have a role to play in the fight against corruption. Up from 55% in 2016 and 60% in 2013, this is the highest rate ever recorded. However, nearly one in two does not report for fear of consequences.



Surveyed citizens indicated that corruption is their 4th biggest concern (following poverty reduction, food hygiene, and crime/safety), escalating from the 7th position of biggest concerns as documented in the 2017 edition of the survey.

05

Citizens Show Concern About Undue Influences from Large Private Companies or Special Interest Groups

54% of respondents reported that they believe special interest groups often/always influence government policies and decisions for their own interests.

06

Citizens Demand More Integrity from Public Officials

Citizens think that the integrity of public and government officers should be improved (36%) as well as strict punishment applied to public officials involved in corruption cases (39%).

07

Women Appear as Strong Players in Anti-Corruption

More women believe that corruption has increased than men do (48% versus 38%). Women are seen as less corrupt, with just 4% of respondents saying that women are most often the perpetrators of corruption (versus 88% for men). Fewer female respondents reported paying bribes than men did (15% versus 21% for men).

08

Sexual Extortion is an Issue of Concern

Nearly 4 out of 5 (78%) of respondents consider sexual extortion (sextortion²) to be either “a problem” or “a severe problem” in Vietnam. 3% said they had experienced sextortion or know someone who has.

RECOMMENDATIONS

Vietnamese citizens perceive corruption as a serious problem.

A number of this survey findings however give hope for positive change in Vietnam, and this momentum must be continued to further reduce corruption and enable sustainable development. Ahead of the 13th National Congress of the Communist Party of Vietnam to be held in early 2021, Towards Transparency offers the following recommendations.

To The Party and State

1. Continue to **tackle bribery and other forms of corruption** by increasing efforts to **ensure the integrity of public officials** through effective enforcement of the 2018 Anti-Corruption Law. Particular attention should be paid to provisions regarding conflicts of interest and asset declarations.
2. **Regulate lobbying** by large private companies and interest groups to avoid undue influence for their benefit at the cost of the economy.
3. **Empower citizens, social organizations and media** (including social media) to engage in anti-corruption by creating favorable conditions, including:
 - a. Developing concrete programs such as media campaigns reminding citizens of their rights and encouraging them not to pay bribes;
 - b. Addressing citizens' fear of reporting corruption³ by making existing reporting mechanisms more effective, protecting whistleblowers, and increasing citizens' awareness about how and where to report;
 - c. Carrying out stronger sanctions against corruption; and
 - d. Accelerating the use of information technologies in the context of the Industrial Revolution 4.0.
4. **Engage women in anti-corruption** through measures such as supporting their participation in public and political life.

5. **Recognize and address specific gendered forms of corruption:** The Party and State should legally recognize sexual extortion as a form of corruption and take measures to improve the legal anti-corruption framework.

To Businesses, Citizens and Other Stakeholders

6. Businesses **to improve integrity and transparency as a way to increase their comparative advantage.** Consumers (2 out of 3 VCB-2019 respondents) are increasingly willing to pay more for products or services from companies with a "clean" reputation. The new 2018 Anti-corruption Law specifies that companies should develop codes of conduct and internal control mechanisms to prevent involvement in corrupt activities.
7. Citizens can make a difference in the fight against corruption. They should take a stronger stance to **stop offering and start refusing to pay bribes.**
8. Development partners and business associations should **work collectively to promote business integrity** through developing and implementing strong anti-corruption strategies and programs.
9. NGOs, development partners and research institutes should **conduct studies on gender and corruption** (e.g. impacts of "sextortion"; women's perceptions, attitudes and behaviors towards corruption; impacts of corruption on men and women; etc.) to better understand the gendered forms of corruption and inform policy and actions.

BACKGROUND

Since 2017, anti-corruption efforts in Vietnam have benefited from a new momentum. Several updates to laws, regulations, and measures have strengthened the anti-corruption legal framework (detailed in Annex 2). Specifically, the 2018 Amended Anti-Corruption Law and its Decree 59/2019/ND-CP introduce measures to tackle topical and important issues such as conflicts of interests and corruption in the private sector.

The Law on Denunciation and its implementing Decree 31/2019/NĐ-CP devote a chapter to whistleblowers' protection, providing protection to both denunciators and their relatives, including parents, spouses and children. Many Decisions and Directives on anti-corruption, including tackling "petty" day-to-day corruption recently enacted by the Politburo, Government, and Prime Minister indicate the accelerating efforts and commitments to fight corruption in Vietnam.

The government introduced some monitoring initiatives in order to use technology that would reduce or deter petty corruption as outlined in Directive 10/2019/TT-TTG and applied to all public services. Meanwhile, other forms of corruption have been discussed, such as undue influence by interest groups and sexual extortion ("sextortion").

In accordance with the anti-corruption legal framework, investigations since 2017 have led to an unprecedented number of large-scale corruption cases. According to the government (see *Government, 2018* in the list of References), 427 individuals corruption cases were investigated, and 200 cases were prosecuted in 2018 (*Government, 2019*). During the first nine months of 2019, 435 corruption cases were investigated, and 279 corruption cases were brought to court.

For the first time, a large number of high-ranking officials have been put on trial for corruption, including a member of the Politburo, as well as ministers, various generals of the Ministry of National Defense and Ministry of Public Security, provincial leaders, and hundreds of public officials nationwide. According to the Vietnamese government, the prosecution of corruption confirms their political will and objective to pursue a "zero tolerance" approach in anti-corruption.

Notwithstanding the number of cases mentioned above, the government's anti-corruption efforts have strengthened the confidence of citizens and have been recognized by the international community (*Government, 2018*). For the last three years, the Corruption Control Index, a sub-component of the Provincial Governance and Public Administration Performance Index (PAPI), has increased to a large degree. This suggests improvement in anti-corruption measures which are perceived to be more effective from the viewpoint of Vietnamese citizens (*CECODES, VFF-CRT & UNDP, 2017, 2018, 2019*).



Of noteworthy mention is the introduction of the January 01, 2019 Government Resolution 02, which focuses on the improvement of business integrity (Resolution 02) by providing measures that reduce corruption. The goal of this resolution is to bring Vietnam into the top 4 countries in ASEAN in terms of business competitiveness.

Notwithstanding efforts to tackle corruption, Vietnam remains among the countries affected by high levels of corruption (*Transparency International, 2018*). The positive momentum recorded in the last three years needs to be maintained, or even accelerated, to further enhance the effectiveness of the government's anti-corruption agenda.

In line with the three previous GCB editions (2011, 2013 and 2017), this survey provides Party and State agencies and other stakeholders a set of recommendations on which anti-corruption measures should be implemented to ensure the effectiveness of anti-corruption efforts in the coming years.



Vietnamese citizens believe they can make a difference in anti-corruption. The Party and State at all levels must provide them with the space and tools to do so and make sure they will not face adverse consequences.

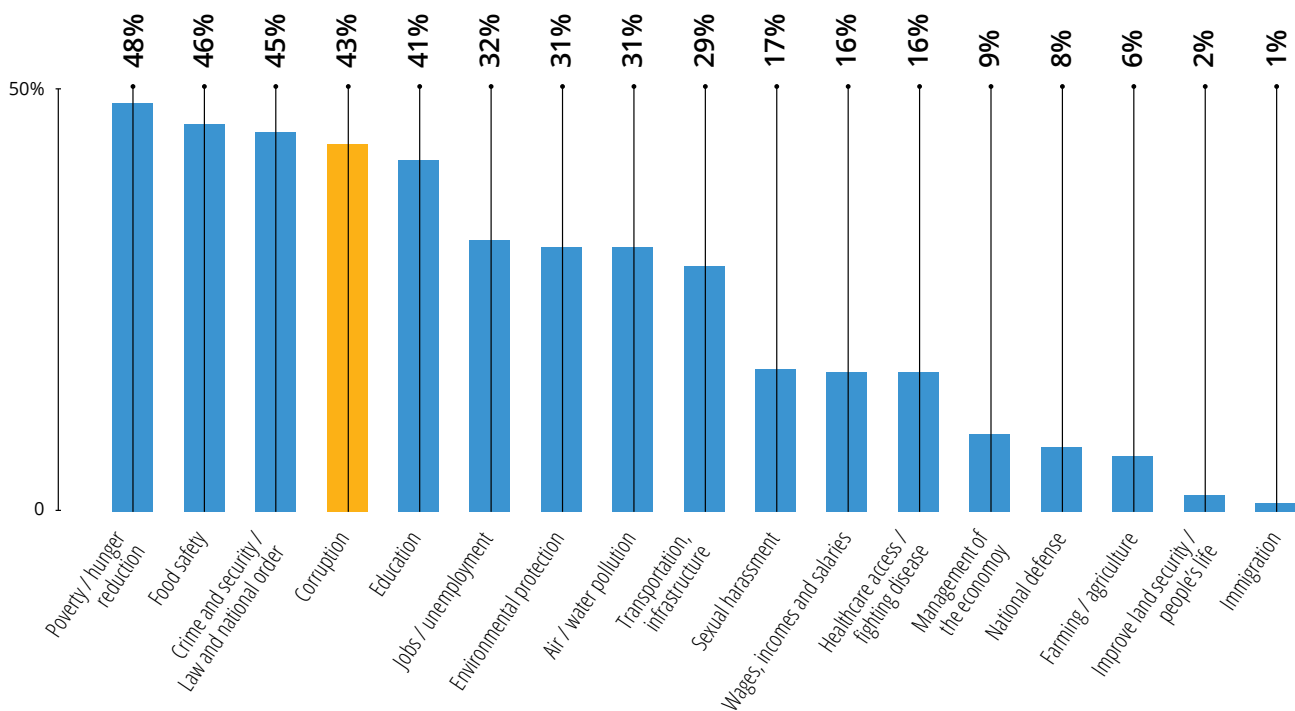
Mrs. Nguyen Thi Kieu Vien, Founder and Executive Director of Towards Transparency

HOW CITIZENS PERCEIVE CORRUPTION?

Corruption Ranks as One of the Top Four Concerns of Vietnamese Citizens

When asked about the most important issues that Vietnam is facing, a large proportion of respondents (43%) ranked corruption in 4th place as most important issues to be addressed by the government, following poverty reduction, food safety, and crime/security (see Figure 1).

FIGURE 1: MOST IMPORTANT PROBLEMS THAT THE VIETNAMESE GOVERNMENT SHOULD ADDRESS





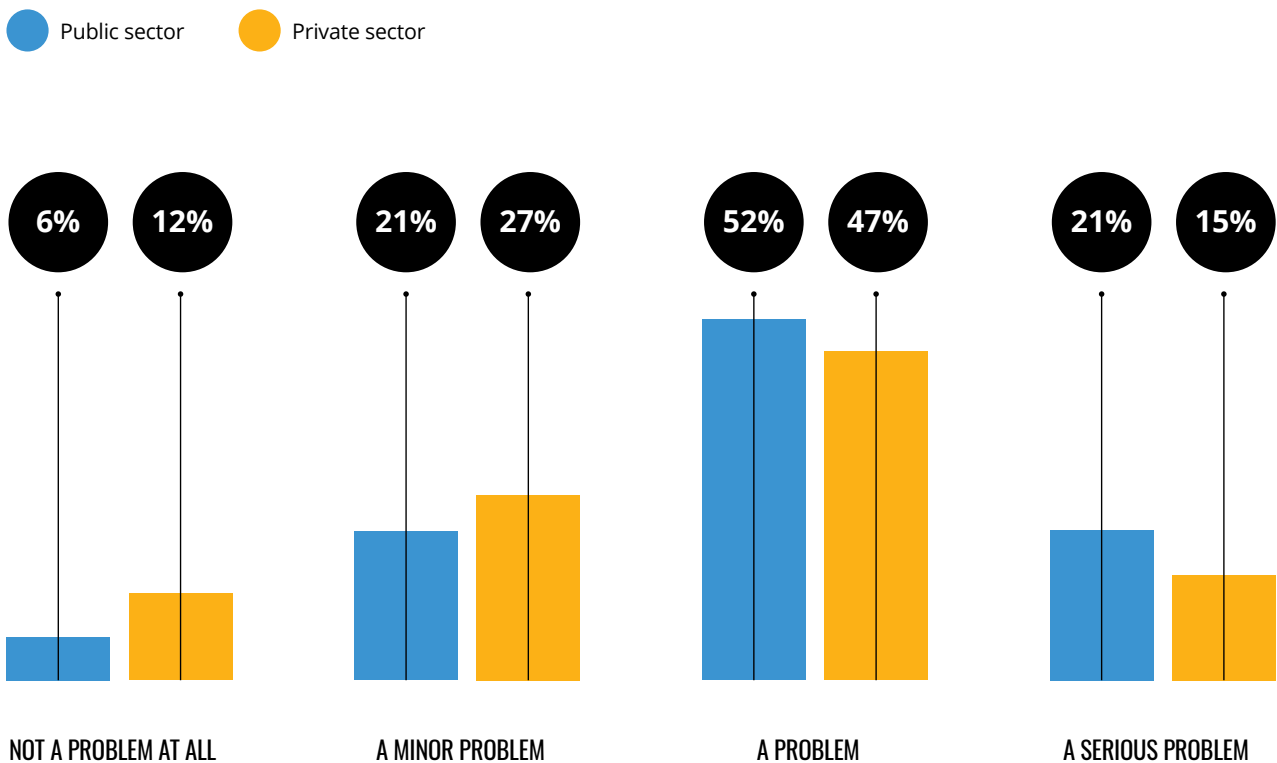
I see more and more news about corruption in general. Many employees who work in the State have bought many expensive houses.

Female, 43 y.o., accountant, HCMC

Corruption is perceived as serious nationwide, in the public and private sectors. Improvements are uneven across regions

When asked about the seriousness of corruption in the public sector (see Figure 2), defined to include all departments and services that are owned, managed, and operated by the State, 73% of respondents said that corruption is either “a problem” or “a serious problem.” This figure remains stable compared with the 2017 edition of the survey -GCB-2017 (72%).

FIGURE 2: SERIOUSNESS OF CORRUPTION WITHIN THE PUBLIC AND PRIVATE SECTORS



Corruption problems are also perceived to affect the private sector, whereby 62% of respondents consider corruption to be either “a problem” or “a serious problem.”

Although the perception of corruption is high at national level, the viewpoint has improved over the last 3 years both domestically and internationally. In 2019, for instance, 43% of Vietnamese respondents perceived that corruption in Vietnam had increased over that past 12 months (against 58% in 2016); 31% indicated that it remained unchanged (against 25% in 2016); and 26% perceived corruption to be declining (against 17% in 2016). It is important to note that the perceived

evolution of corruption differs meaningfully along gender lines in which 48% of female versus 38% of male respondents believe that corruption is increasing.

Significant differences in how the perception of corruption has evolved over the past 12 months were also found among regions (see Figure 3). Most noticeably, a significantly smaller number of citizens in Ho Chi Minh City (13%) believe that corruption has decreased in comparison to respondents in Hanoi (35%). No significant differences about how corruption has evolved were found along locality lines (urban versus rural) and generations (youth versus adults).

FIGURE 3: HOW CORRUPTION HAS EVOLVED GEOGRAPHICALLY OVER THE PAST 12 MONTHS



Significant Drop in Citizens' perception of Corruption across Surveyed Institutions

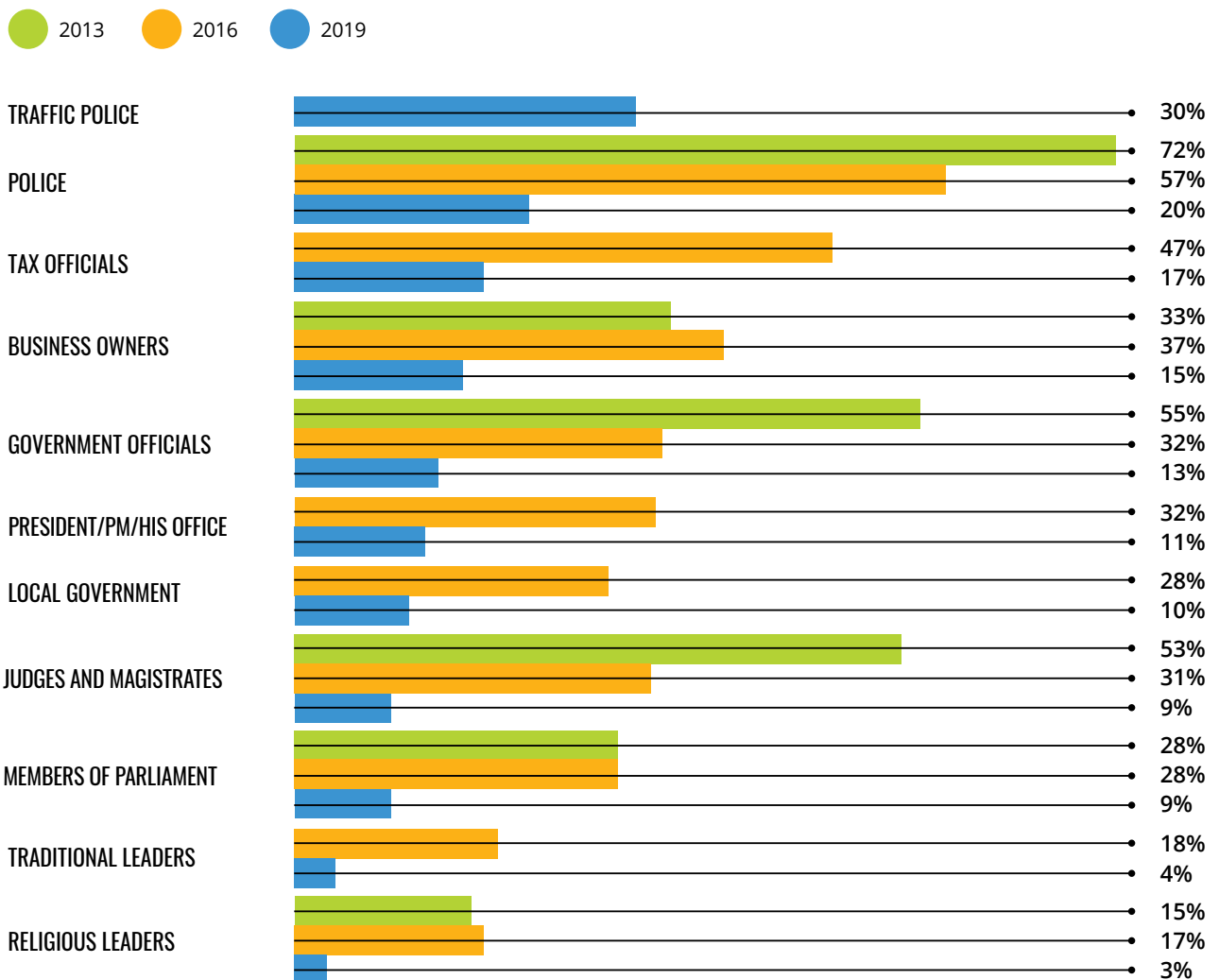
Vietnamese citizens perceive the following 5 types of actors as to be the most corrupt in Vietnam: Traffic police (30%), police (20%), tax officials (17%), business owners (15%), and other government officials (13%). Importantly, these percentages decreased steeply over the course of six years (see Figure 4). This finding is consistent with the growing number of citizens who think corruption has decreased (see Figure 3).



This situation comes from both people and police. The procedure for paying the fine is quite complicated: Receiving a ticket, paying tax and then paying a fine at the State Treasury. Due to this [complicated] process, police usually [accept] quick payment to solve the violation quicker, leading to [a higher] corruption rate.

Female, 34 y.o., sale at technology accessory company, HCMC

FIGURE 4: PERCEPTION OF CORRUPTION AMONG INSTITUTIONS AND GROUPS (2013-2019)



Vietnamese Citizens Consider Males to be the Primary Perpetrators of Corruption

The survey asked respondents whether they thought that males or females were most often the perpetrators or victims of corruption. Males were predominantly cited by respondents as both perpetrators (88%) and victims (63%) of corruption (see Figure 5). These figures were significantly higher than those indicating females are more often perpetrators (4%) or victims (23%) of corruption.

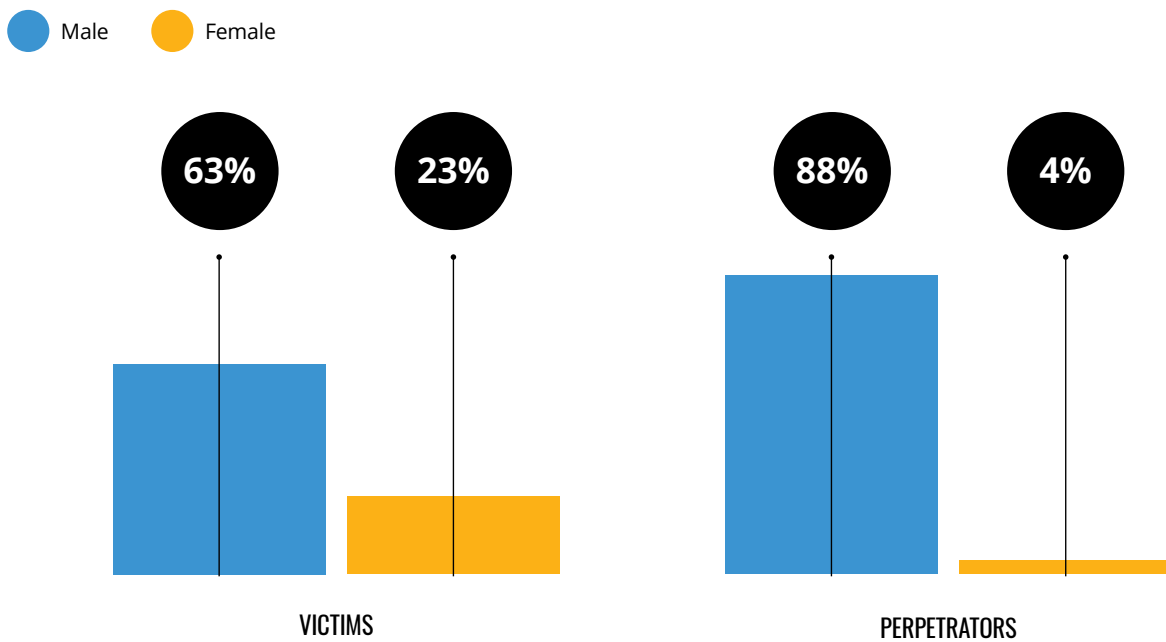
Males tend to act more like perpetrators while females tend to act more like victims of corruption. This result is consistent with findings in the latest Youth Integrity Survey (YIS-2019, Towards Transparency, 2019). Qualitative interviews indicate that the main reason for this dynamic is that males are more numerous in holding positions of power in the administration and government compared to females.



It's believed that gender inequality in employee structure of government is incurring in which more males are holding important positions in the organization chart rather females.

Female, 34 y.o., sales executive at a technology accessory company, HCMC

FIGURE 5: VICTIMS AND PERPETRATORS OF CORRUPTION



Citizens Believe that Large Private Companies and Special Interest Groups Have Undue Influence on Government Policies and Decisions



The beer industry contributes a lot to the nation's GDP because of their huge profits, so it is difficult to establish policies to control beer consumption as it will impact the State Budget. Our government has been discussing many times but they can't give any decision yet because of the influence of large private companies.

Female, 34 y.o., construction officer, HCMC

54% of respondents indicate that large private companies either “always” or “often” influence policies and government decisions (see Figure 6). This finding reflect widespread concern and discussions in the media⁴ about the negative impacts of special interest groups on the socio-economic developments of Vietnam.

Although this perception does not differ remarkably across gender or age, there is a difference in the findings based on regions and location. Indeed, twice as many Vietnamese citizens living in the Red River Delta and in the Southeast region consider that large private companies of special interest groups “always” influence policies and government decision. Noticeably, 64% of Hanoi citizens point to private companies’ influence in contrast to 56% of Ho Chi Minh City respondents.

FIGURE 6: PERCEIVED INFLUENCE OF LARGE PRIVATE COMPANIES AND SPECIAL INTEREST GROUPS ON POLICIES AND GOVERNMENT DECISIONS

13%

NEVER / RARELY
INFLUENCE

34%

SOMETIME
INFLUENCE

54%

OFTEN / ALWAYS
INFLUENCE

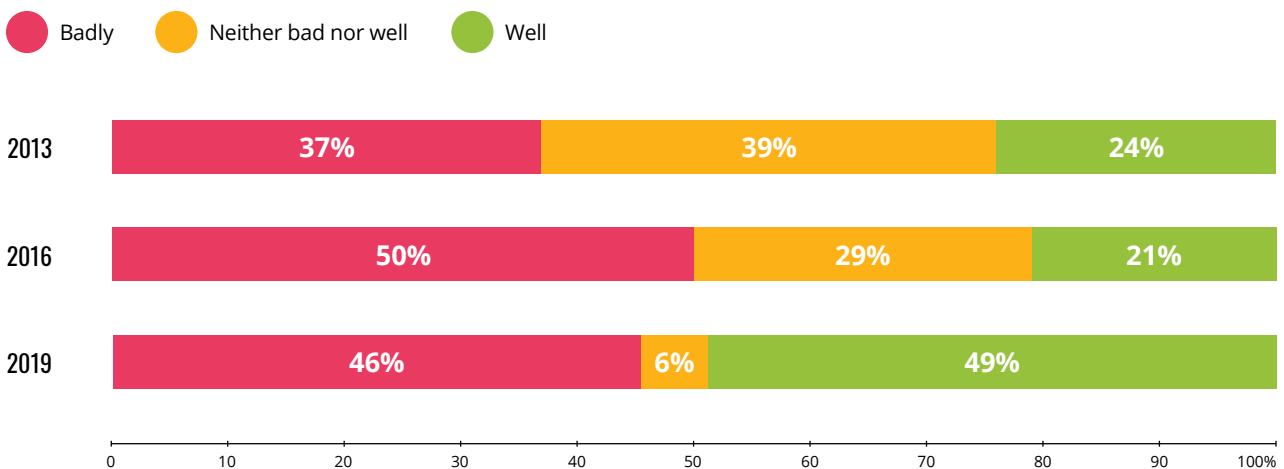
HOW CITIZENS PERCEIVE VIETNAM'S ANTI-CORRUPTION EFFORTS?

One in Two consider Government Action against Corruption Effective

As mentioned in the background, the Party and State have made significant efforts in battling corruption in the last few years. These efforts are recognized by half of all respondents in the 2019 survey in which 49% of respondents consider anti-corruption efforts to have been implemented either "well" or "very well"

(versus 21% in 2016). Across surveys, the percentage of respondents answering neutrally ("neither bad nor good") reduced considerably from 39% in 2013 to 6% in 2019 (see Figure 7). This decline implies that efforts from the Party and State in anti-corruption seemed to be effective in persuading neutral or skeptical citizens to trust their policy.

FIGURE 7: PERCEPTION ON THE GOVERNMENT'S EFFECTIVENESS IN COMBATING CORRUPTION





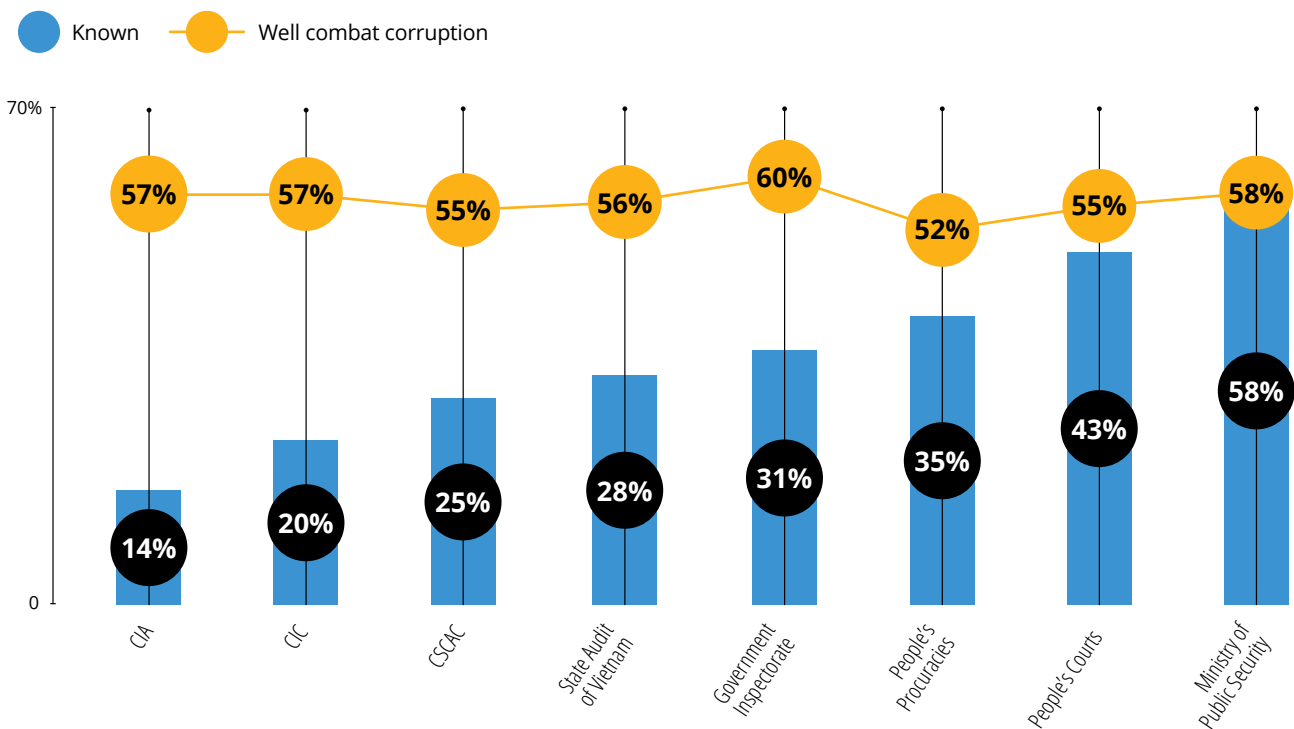
Citizens Lack Information About Anti-Corruption Agencies

While respondents are aware of recent corruption-fighting activities led by the Party's committees and implemented by different State authorities, many do not know about these entities (see Figure 8).

The best-known government agencies are the Ministry of Public Security (52% of respondents), followed by the People's Courts (43%), and the People's Procuracies (35%). Surprisingly, while the

anti-corruption efforts are most commonly led by the Party's committees, they are the least known among GCB respondents (The Central Steering Committee for Anti-corruption-CSCAC, the Central Inspection Commission of the Communist Party of Vietnam-CIC, and the Central Committee for Internal Affairs-CIA were not known by 25%, 20%, and 14% respectively). Other government offices and judicial organizations are better known among our surveyed respondents.

FIGURE 8: ANTI-CORRUPTION AGENCIES: AWARENESS AND PERCEPTION OF THEIR EFFECTIVENESS



On average, more than half of respondents (55%) considered efforts by the Party and the government anti-corruption agencies to be effective or well-implemented. The government branches that respondents considered to be most effective in battling

corruption were the Government Inspectorate (60%), the Ministry of Public Security (58%), the Central Committee for Internal Affairs (57%), and the Central Inspection Commission of the Communist Party of Vietnam (57%).

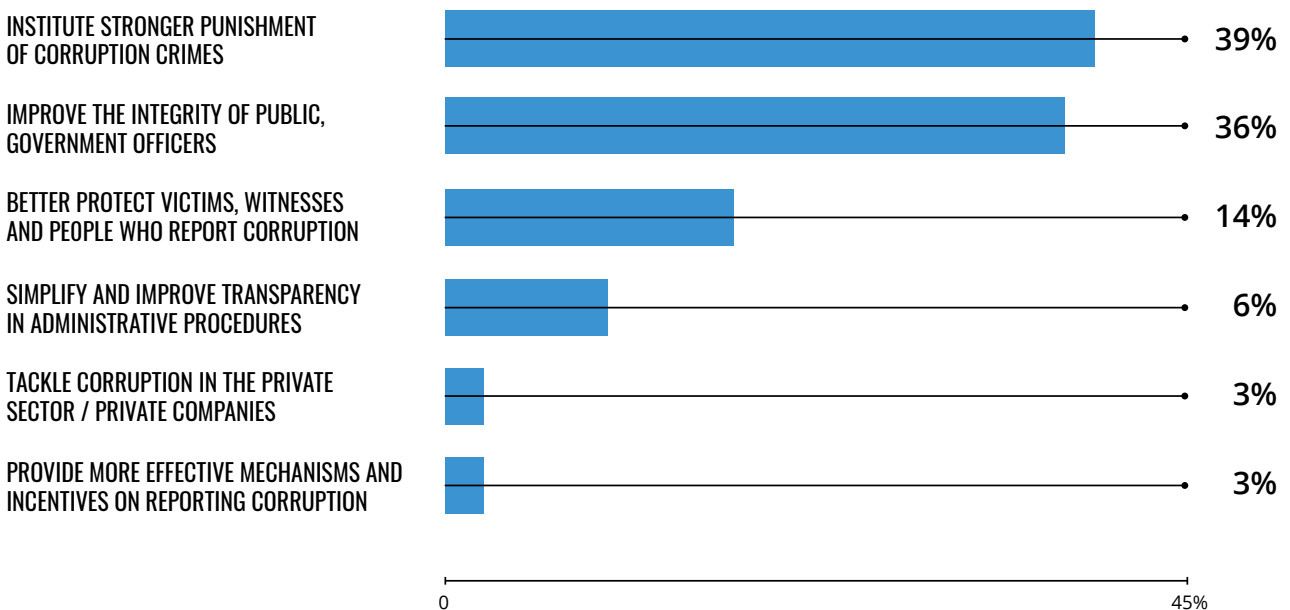
Citizens Demand Stronger Anti-Corruption Actions



Improve the integrity of public, government officers" is among the top recommended actions by surveyed citizens (36%).

When asked about what government priorities should be when it comes to anti-corruption in the coming years, most respondents seem to opt for a “carrot and stick” approach aimed directly at State officers (see Figure 9). Indeed, the top-recommended actions are to “*improve the integrity of public, government officers*” (36%) and “*institute stronger punishment of corruption crimes*” (39%). 14% of interviewees recognize the need for a more effective whistleblowing system, suggesting “better protection for victims, witnesses, and people who report corruption.”

FIGURE 9: PRIORITY OF ANTI-CORRUPTION ACTIVITIES FOR THE COMING YEARS



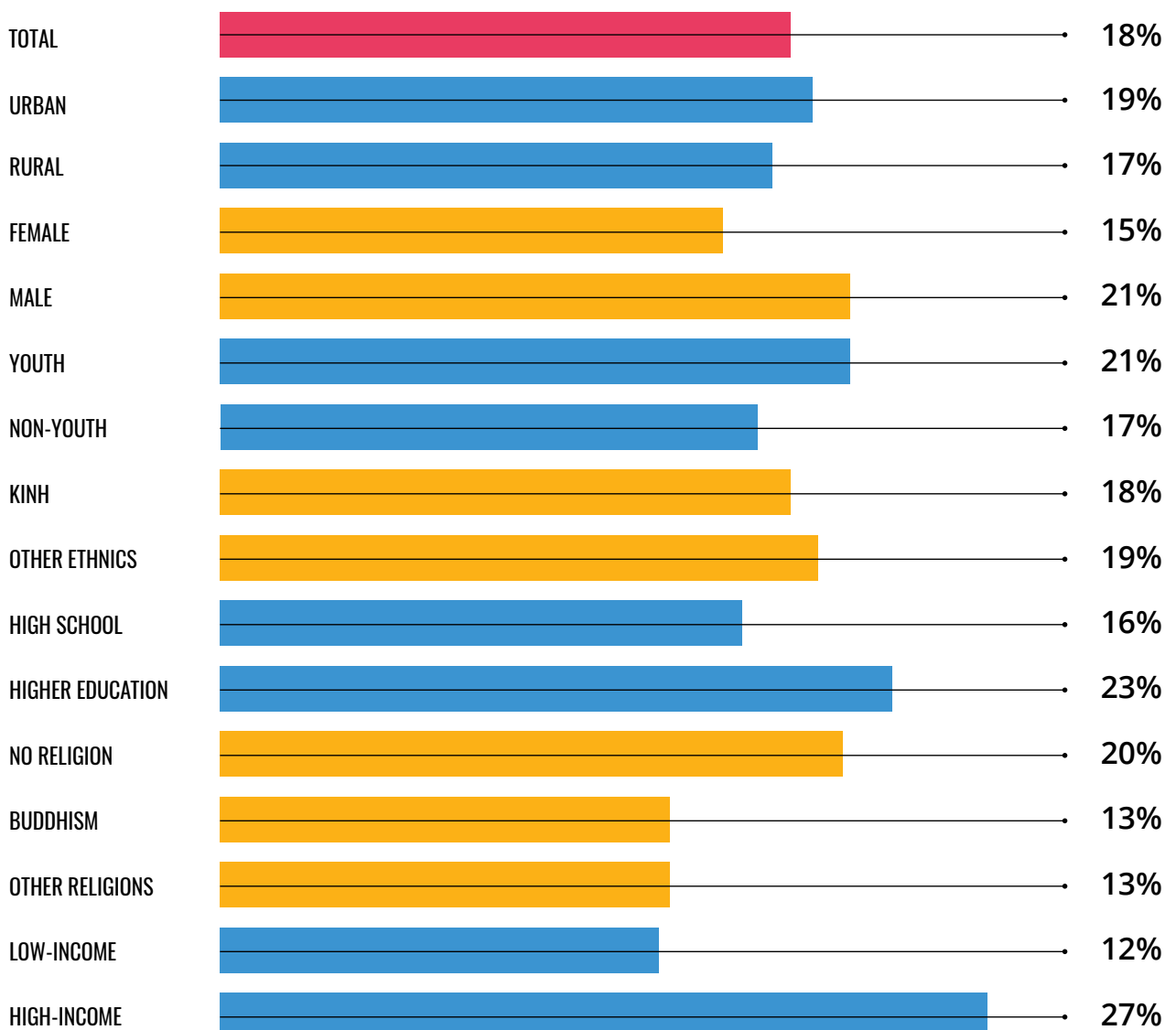
HOW CITIZENS EXPERIENCE CORRUPTION IN THE PUBLIC SECTOR?

Fewer People Experienced Corruption While Using Public Services

The survey asked citizens whether they had been in contact with any of 7 public services within the past 12 months (including public schools, public clinics or hospitals, the processing of official documents, utility services, the police, the traffic police, and the court system), and if in contact, whether they had to pay a bribe.

Survey results indicated that of the 66% of respondents who had contact with any of these services, about 1 out of 5 or 18% reported having paid a bribe in at least one instance. The survey provides further insight into who is more likely to pay bribes when in contact with any of the 7 public services (see Figure 10). The findings show notable differences across gender, age, religion, education level, and income level of respondents.⁵

Men are more likely to pay bribes (21%) compared to women (15%); young people under 30 years old are more likely to pay bribes (21%) compared to people over 30 years old (17%)⁶; citizens with no religion tend to pay more bribes (20%) than those who follow any religion (13%); people with higher education are more likely to pay bribes (23%) compared to those who have a high school degree or lower (16%); and, finally, citizens living with above-average income are more than twice as likely to pay bribes (27%) compared to those with lower-than-average income (12%). This suggests that poor people may be more vulnerable to being denied access to public services that are meant to be equally available to all citizens, regardless of their income.

FIGURE 10: INCIDENCE OF CORRUPTION ACROSS SOCIODEMOGRAPHIC GROUPS OF RESPONDENTS

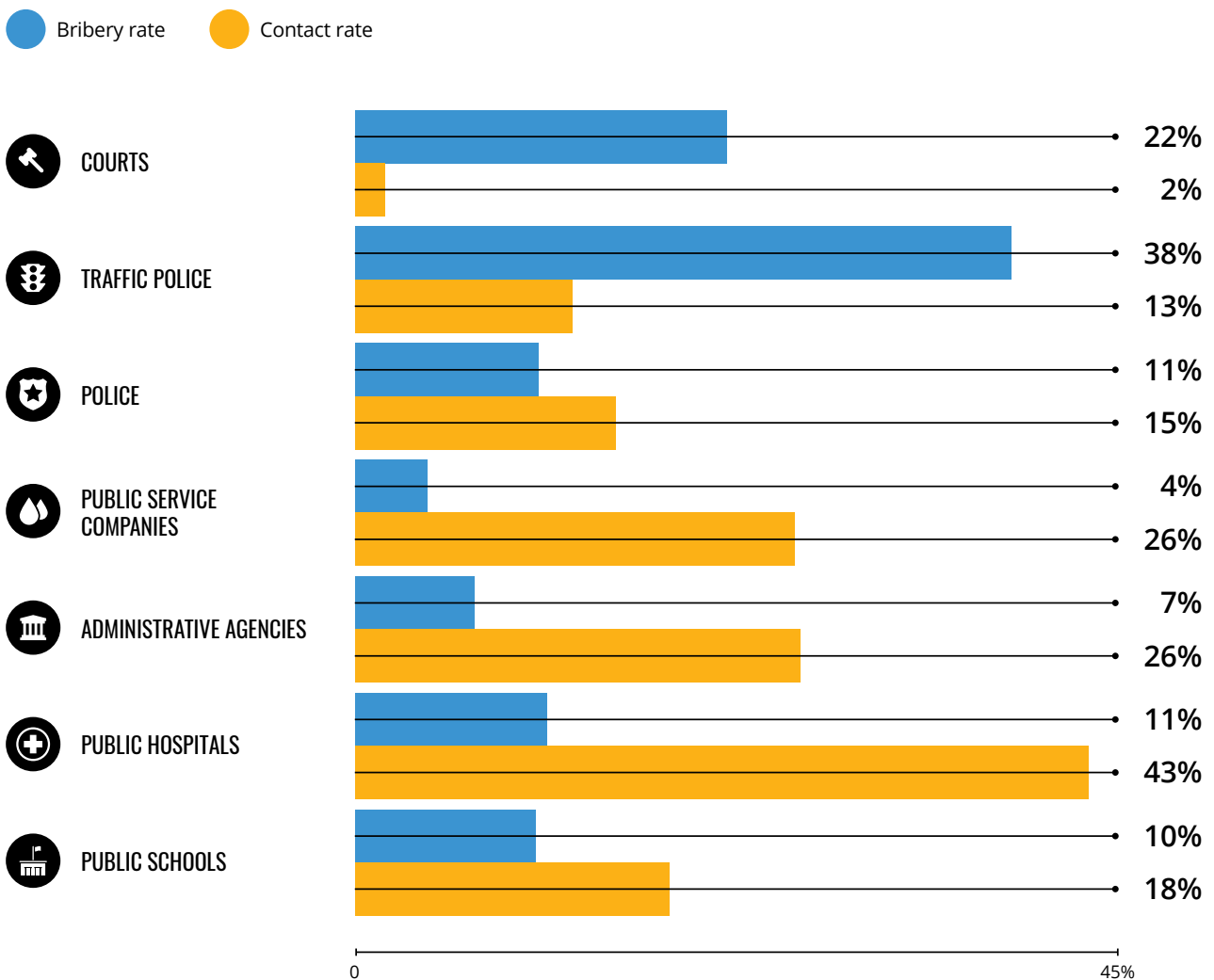
Among the 7 public agencies mentioned in the survey, the bribery rates ranges from 4% to 38%, depending on the public service people reported accessing (see Figure 11). Consistent with previous GCB survey findings, 38% of those who were in contact with traffic police paid a bribe, the highest bribing rate recorded. Noticeably, while only 2% of respondents had contact with the courts (17 citizens in total), their bribing rate is quite high (22%, e.g. the second highest among the 7 surveyed services).



Corruption has been taking place in Vietnam for a long time. In the past 1 year, many corruption cases have been exposed because Mr. Nguyen Phu Trong has been fighting against corruption.

Female, 37 y.o., salesperson, Hanoi

FIGURE 11: CONTACT AND EXPERIENCE OF CORRUPTION IN SEVEN PUBLIC SERVICES WITHIN THE PAST 12 MONTHS

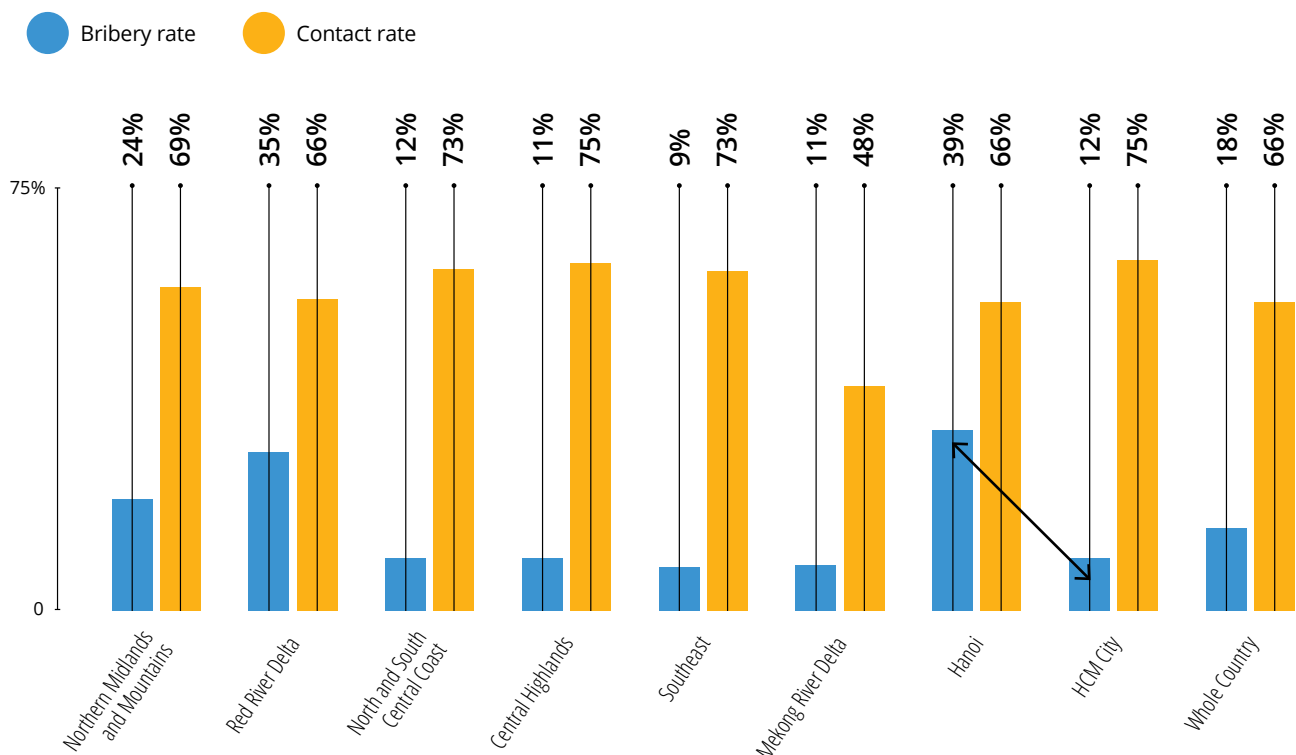


Public Services in the North Appeared to be More Corrupt Than in the South

The report also examined whether bribery rates were different depending on geographical regions and within the two largest cities in Vietnam when it came to citizens accessing public services (see Figure 12). Public service users in the North, especially along the Red River Delta,

reported paying more bribes when in contact with public servants or officials in any of the 7 services in the survey. The bribery rate in Hanoi (39%) is more than three times higher than the one recorded in Ho Chi Minh City (12%).

FIGURE 12: CONTACT AND EXPERIENCE OF CORRUPTION ACROSS REGIONS AND IN LARGE CITIES WITHIN THE PAST 12 MONTHS



As shown in Figure 13, the reported incidence of bribes fluctuated in the past 6 years. 2019 data shows a sharp decrease in corruption rates compared to 2016 when experience of corruption was at its highest and a mild decrease when compared to 2013 data findings.

This positive result over the last three years (of overall decrease in contact and experience with corruption)

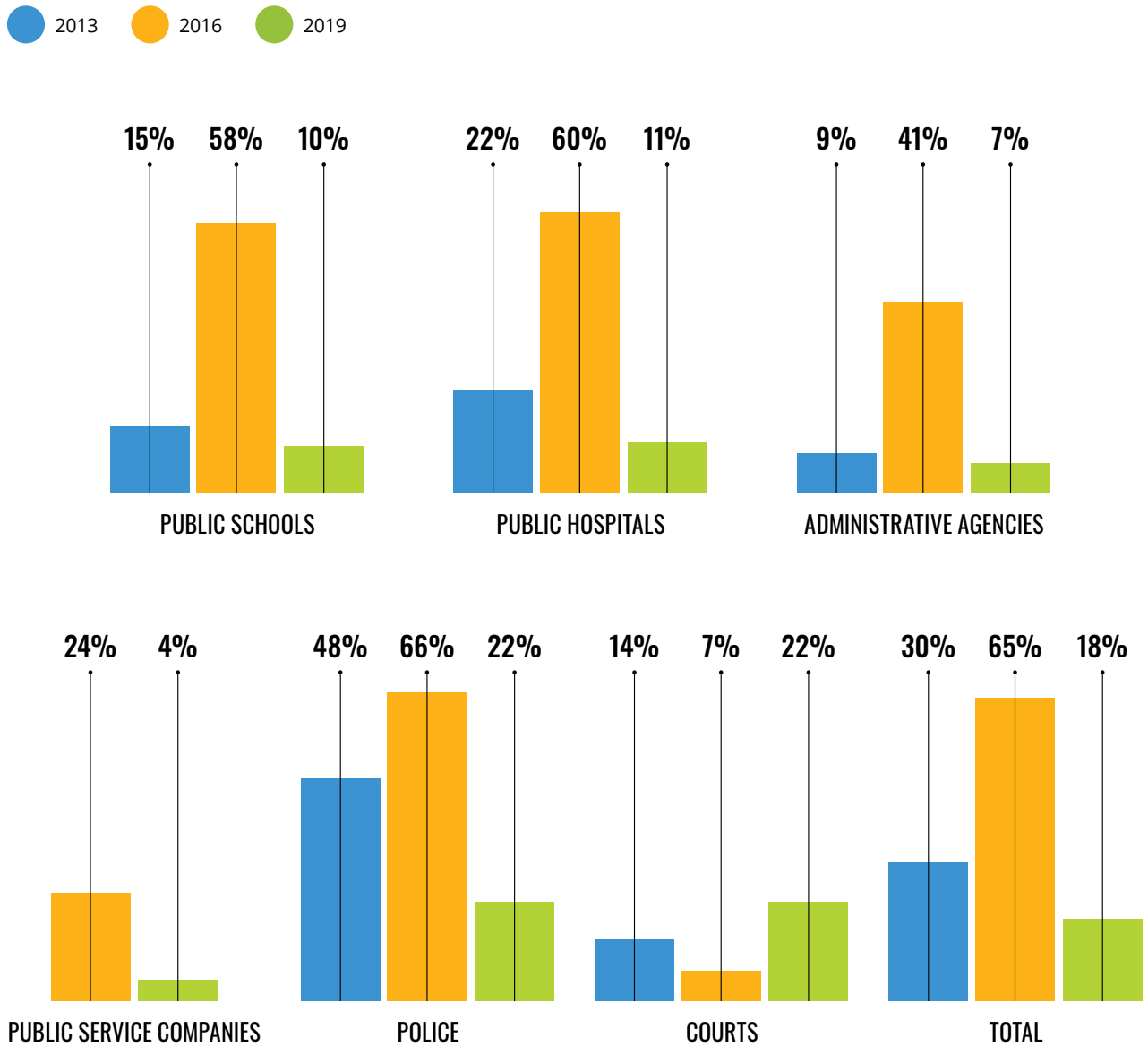
contrasts sharply with experiences of corruption in various parts of the world.⁷ One can only suggest that a reduction in corruption rates is a consequence of the anti-corruption campaign, characterized both by strengthened legislation (see Annex 2: Legal documents on anti-corruption -2017-2019) and strong actions initiated by the Vietnamese Party within the past three years specifically.



I still see the medical staff taking money from other patients to get them checked in first even if the others have already taken their numbers.

Male, 19 y.o., student, HCMC

FIGURE 13: BRIBERY RATE IN DIFFERENT PUBLIC SERVICES (2013, 2016, AND 2019)



SEXTORTION

Sexual Extortion⁸ is Perceived to be a Serious Issue

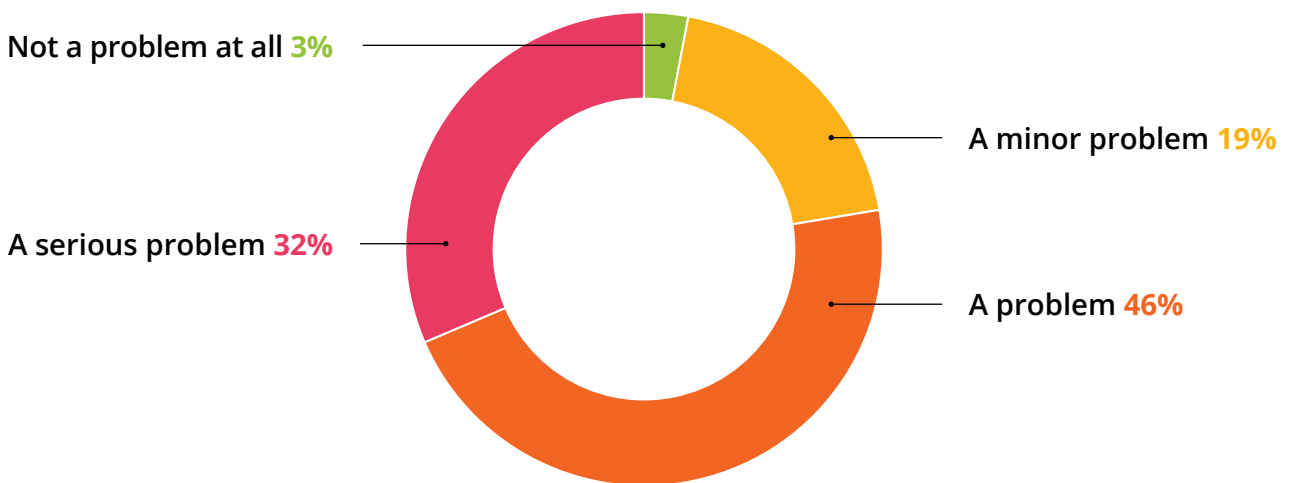
Sexual Extortion, commonly known as “sextortion,” not only causes great individual harm, but, like other forms of corruption, has far-reaching implications for gender equity, democratic governance, and economic development. To understand the perception of Vietnamese citizens on this issue, the VCB-2019 asked surveyed citizens about their perception of “sextortion as a problem in Vietnam” as well their own experiences of sextortion.



Sextortion is taking place a lot but only few cases were exposed. It takes place in private sector more than in public sector because they need to grab business opportunities. People in public sector need money more than sex favors.

Male, 28 y.o., Sales/Marketing Officer, Hanoi

FIGURE 14: TO WHAT EXTENT DO YOU BELIEVE “SEXTORTION IS A PROBLEM IN VIETNAM”



A large majority of Vietnamese (78%) consider sextortion as “a problem” or even “a serious problem” in this country. This result is not surprising considering the prevalence of sextortion discussions and debates taking place both in policy making forums as well as in the mainstream media.⁹ The perception of sextortion is quite similar across regions, geographical locations, gender, age, and the reported income of Vietnamese respondents.

The survey also asked respondents whether they had personally faced or had known someone among their friends or relatives who faced any case of sextortion within the past two years. Only 3% of respondents reported having experienced sextortion or knew of someone who had. This result is much lower than that found in Latin America and the Caribbean (about 20% - see more in *Transparency International, 2019*). This reported low level requires further research. TI points out that this form of corruption is not always recognized and even less likely to be reported due to culture of shaming and victim blaming.

The VCB-2019 survey finds that respondents who paid a bribe are more likely to have experienced sextortion or know someone who has (7.0%) in comparison to respondents who did not pay a bribe (2.3%).



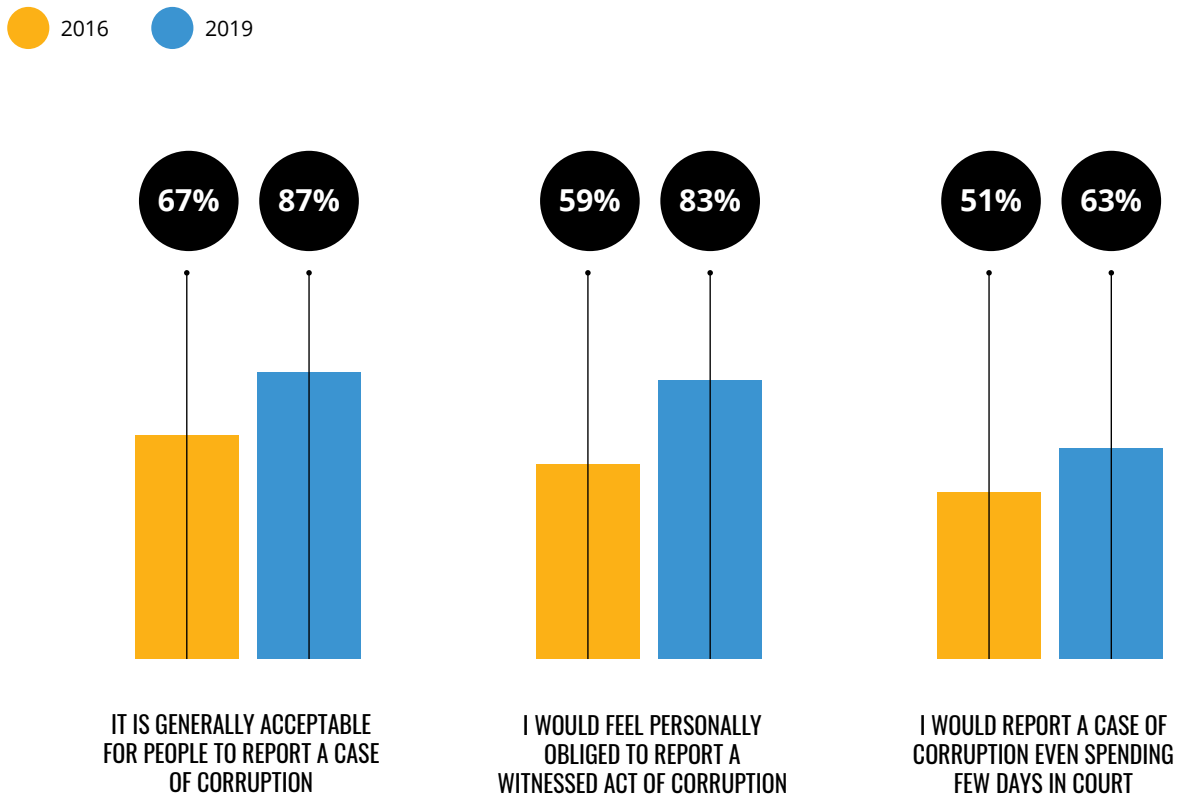
It's quite serious because I personally know a colleague who was sleeping with the director to be promoted to chief accountant. It happens so much that I felt it was normal in the State agency. In order to get promoted, we have to accept doing it.

Female, 19 y.o., accountant, HCMC

REPORTING CORRUPTION

The survey asked respondents about their perception of how acceptable it is to report corruption. The findings show mixed results – most people think reporting corruption is important, but only a few do it. On the one hand (see Figure 15), the vast majority (up to 87%) of citizens state that reporting is acceptable and that it is their duty to report corruption, even at the cost of spending few days in court. Furthermore, in 2019, more people (87%) consider it is acceptable to report corruption compared to respondents in 2016 (only 67%).

FIGURE 15: CITIZENS' PERCEPTION ON HOW CORRUPTION IS REPORTED (2016 AND 2019)



In contrast, out of the 21% of respondents who say they had contact with any of the 7 services and had to pay bribes, none have reported any situation of corruption. This worrying situation in Vietnam seems to reflect experiences across Africa, Latin America, and the Caribbean (*Transparency International, 2019*).

To understand the reasons behind such a low level of citizen involvement in reporting bribes, the survey asked why people did not report corruption incidents. First, the survey asked respondents to choose the top three reasons out of a set of multiple-choice questions about why people generally do not report acts of corruption. The top three reasons people chose were (see Figure 16):

- + “People are afraid of the consequences” (49%);
- + “It would not make a difference” (49%); and
- + “People do not know how to report it” (32%).

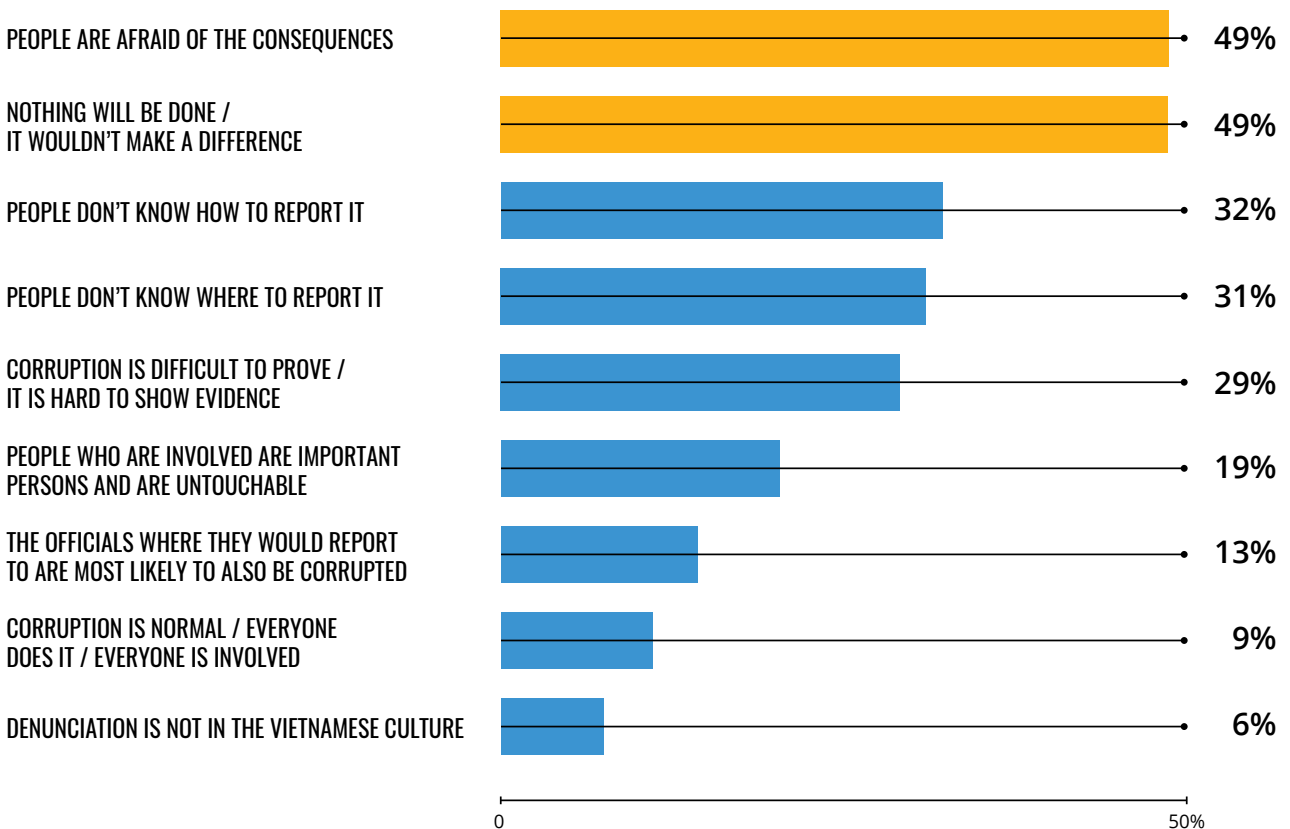
Secondly, the survey asked respondents to point out what they believe is the one main reason that people do not report corruption. 28% of the respondents said that “people are afraid of the consequences,” while 24% said that “reporting corruption would not make a difference,” and 12% said that “corruption is hard to prove by evidence.”



Any anti-corruption activity can be misinterpreted as action against the state and authorities.

Female, 47 y.o., office worker, HCMC

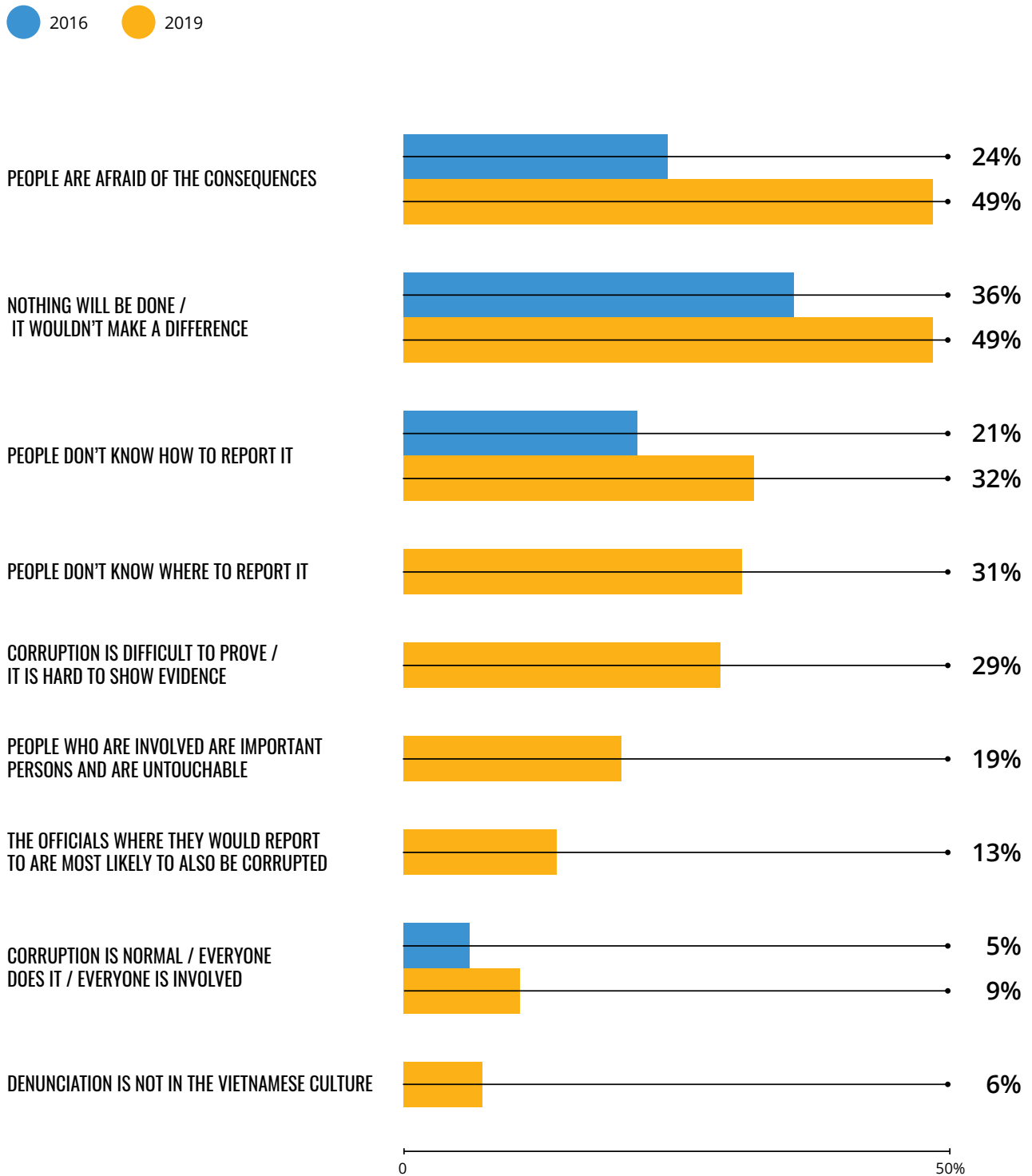
FIGURE 16: PRIMARY REASONS WHY CITIZENS DO NOT REPORT INCIDENTS OF CORRUPTION



As shown in Figure 17, the top stated reasons as to why people do not report corruption did not change much since 2016. The top three reasons are, *“people are afraid of the consequences”*, *“it would not make a difference”*, and *“people do not know how to report it”* in both 2016 and 2019.

However, **one could be concerned by the significant increase of people** who say that the top reason for corruption going unreported is the **fear of the consequences**. Indeed, the rate doubled from 24% to 49% between 2016 and 2019. These results suggest that anti-corruption measures should focus on protecting citizens who report corruption, making existing reporting mechanisms more effective, and increasing awareness about how and where to report.



FIGURE 17: REASONS WHY CITIZENS DO NOT REPORT CORRUPTION (2016 AND 2019)

ORDINARY PEOPLE FIGHTING CORRUPTION

Citizens are Increasingly Confident That Ordinary People Can Make a Difference in the Fight Against Corruption

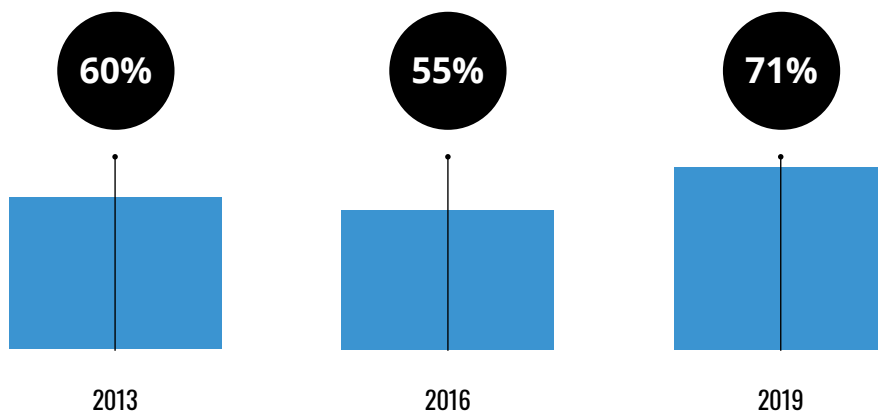
In both GCB and VCB surveys, respondents have been asked to which level they agreed with the statement that “ordinary people can make a difference in the fight against corruption.” VCB-2019 respondents show a steady increase in confidence in their capacity to combat corruption in comparison to past surveys.

In fact, 71% of the interviewees believe that “ordinary people can make a difference in fighting corruption,” compared to 55% in 2016 and 60% in 2013 (see Figure

18). This increase in citizens’ confidence may be thanks to recent anti-corruption campaigns and actions from government authorities.

Similarly, Vietnamese youth (80%) also believe that young people can take action against corruption (YIS 2019, *Towards Transparency*). This finding points to the potential role that ordinary citizens, young and adults alike, can play to battle corruption.

FIGURE 18: CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION? (% OF YES)



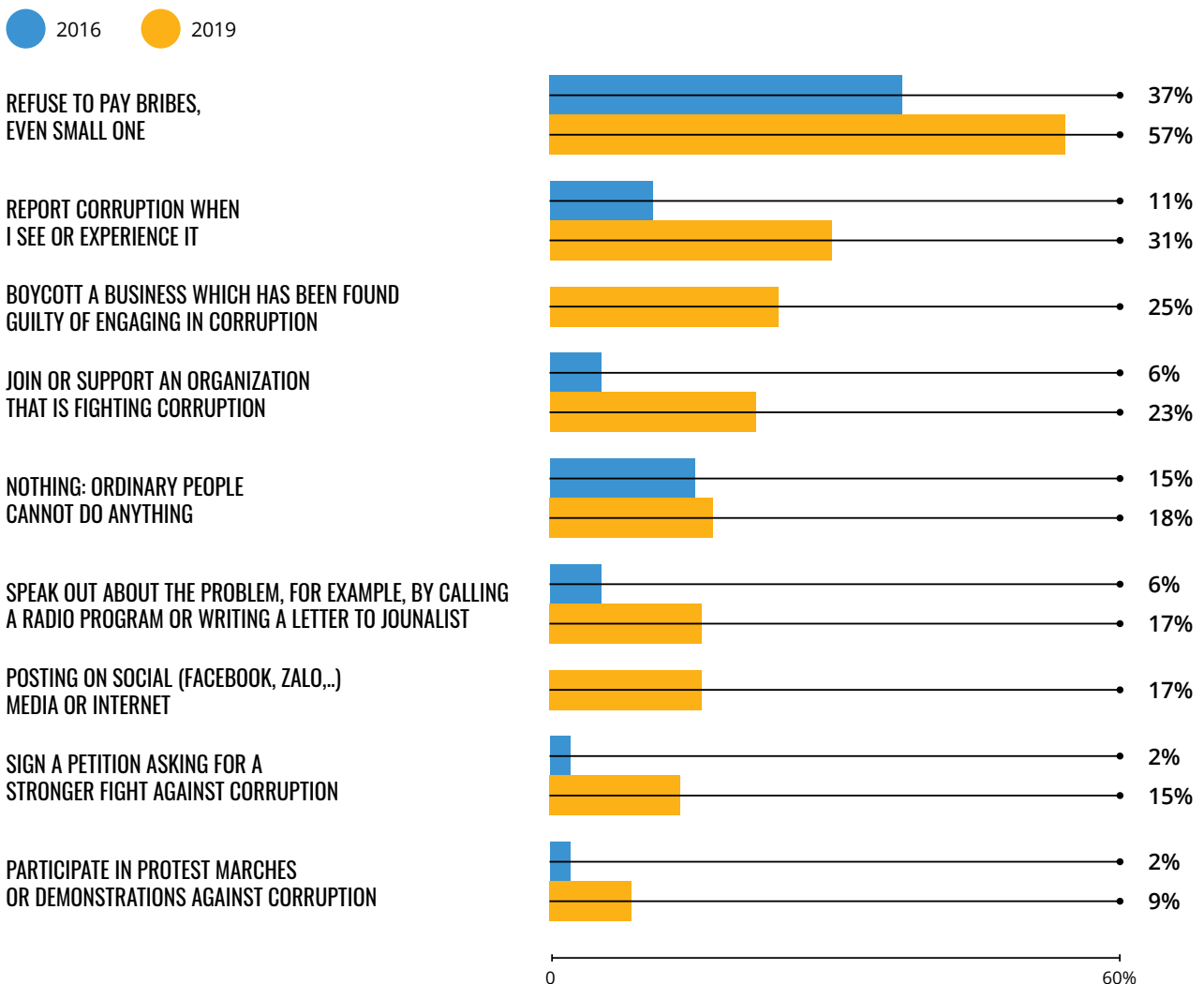
Refusing to Pay Bribes is Still Believed to be the Most Effective Action That Ordinary People Can do to Fight Corruption

The survey asked what are the most effective ways for ordinary people to combat corruption and respondents could provide up to three different answers (see Figure 19). The top five answers included: Refusing to pay bribes (57%), reporting corrupt behaviors (31%), boycotting accused businesses (25%), joining or supporting a corruption-fighting organization (23%), or doing nothing (18%). When comparing with GCB-2017 results, one might notice the increased confidence in ordinary citizens' willingness to act against corruption.



The top five answers included: Refusing to pay bribes (57%), reporting corrupt behaviors (31%), boycotting accused businesses (25%), joining or supporting a corruption-fighting organization (23%), or doing nothing (18%).

FIGURE 19: EFFECTIVE ACTIONS TO FIGHT CORRUPTION BY ORDINARY PEOPLE

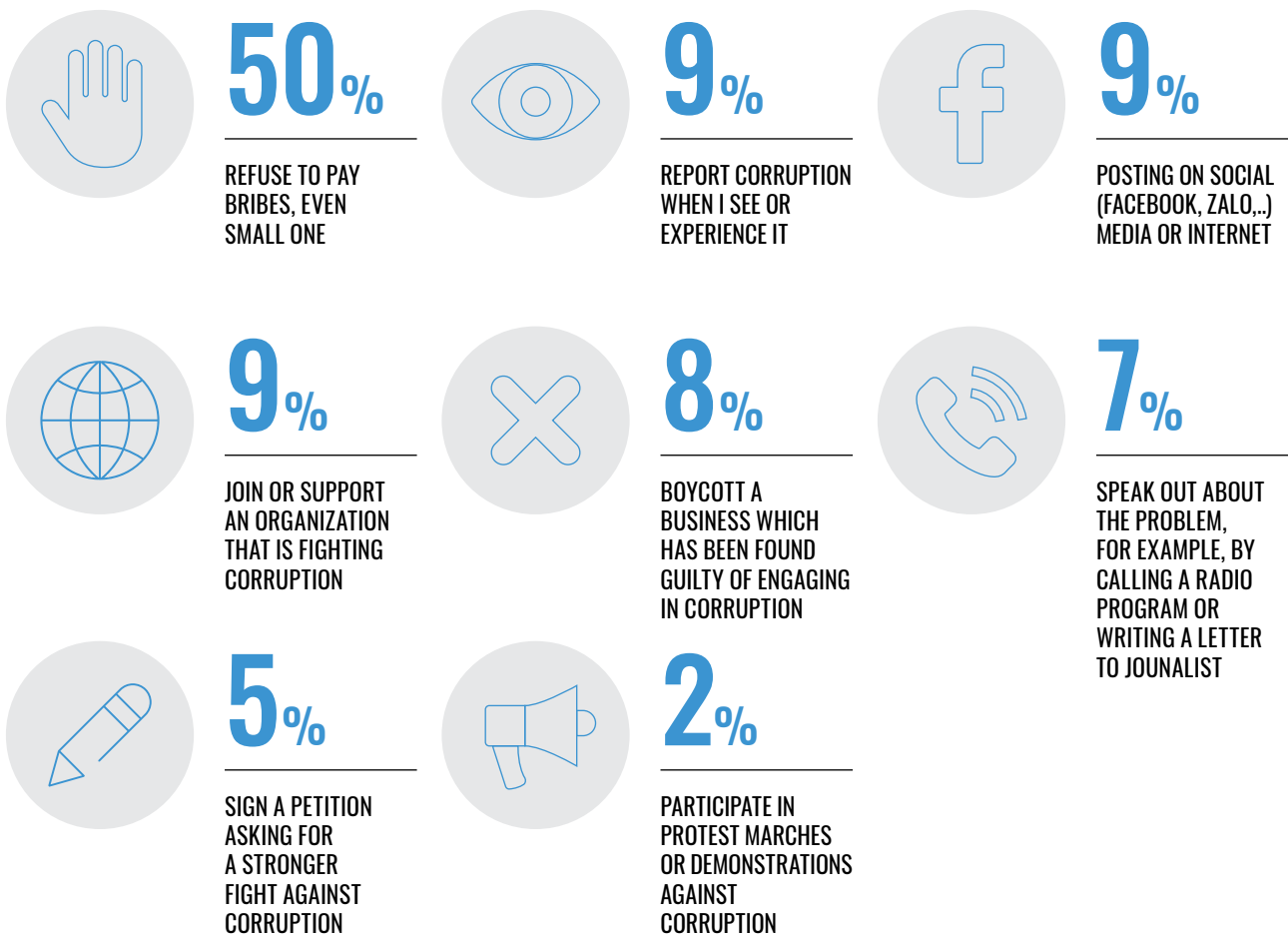


When requested to select only one of the possible actions as the most effective ordinary people can take to fight corruption (see Figure 20), “refusing to pay bribes” was the most common answer, given by one out of two respondents. Interestingly, “posting on social media or Internet” was only selected by 9% of respondents, similarly to citizens who find it more effective to “boycott a guilty business” (9%).



When requested to select only one of the possible actions as the most effective ordinary people can take to fight corruption “refusing to pay bribes” was the most common answer.

FIGURE 20: THE MOST EFFECTIVE ACTIONS BY ORDINARY PEOPLE



Citizens Support Companies with a Clean Reputation

This year, respondents were asked if they were willing to pay more for products and services from companies with a “clean” reputation. We found that more than three quarters of respondents (76%) said that they were willing to pay either “much more” or “a little more” for their products and services. The report

further investigated whether this willingness was consistent across regions, localities, gender, and age. Males (79%) and youths (80%) were the two groups most willing to pay extra for products and services of companies that are not tarnished by corruption in the public eye (see Table 1).

TABLE 1: WILLINGNESS TO PAY FOR PRODUCTS AND SERVICES FROM COMPANIES WITH A “CLEAN” REPUTATION

	Total	Urban	Rural	Female	Male	Youth	Non-youth
Much more	18%	19%	17%	15%	20%	18%	18%
A little more	58%	58%	59%	57%	59%	62%	57%
The same	24%	24%	24%	27%	20%	20%	26%

ADDITIONAL CITIZENS' INSIGHTS

Post-survey qualitative interviews conducted in Hanoi and Ho Chi Minh City offer a series of insights that could help explain the declining trend in corruption. Interviewees suggested that:

- + Political initiatives and actions provide stronger punishments on corruption as determined by the Party General Secretary;
- + Regulations concerning corruption are made clearer and became more transparent via simplified administrative procedures as well as e-government and IT practices including video monitoring of civil servants' official duties;
- + Increased coverage of corruption cases in the media bring a mixed reaction from participants of the qualitative phase: Some see this increased coverage as proof of government action against corruption while others see it as a sign of an increase in overall corruption;
- + The increasing role of social media in bringing attention to corruption cases, such as policemen being videotaped committing infractions. The dissemination and commentaries of these recordings on social media increase awareness of corruption and may have the effect of deterring people from asking for bribes, which in turn may contribute to reducing corruption instances in other cases;
- + A variety of the above factors contribute to an increase in public awareness of corruption amongst Vietnamese citizens.



The increasing role of social media in bringing attention to corruption cases, such as policemen being videotaped committing infractions. The dissemination and commentaries of these recordings on social media increase awareness of corruption and may have the effect of deterring people from asking for bribes, which in turn may contribute to reducing corruption instances in other cases.

CONCLUSIONS

Surveyed citizens' concern for corruption remains high while their experiences of corruption have decreased.

Corruption rose to 4th place as the most concerning issue for Vietnamese citizens in 2019, three places higher compared with the previously released GCB-2017 survey. On a positive note, VCB-2019 shows a sharp decline in citizens' experiences of corruption in accessing public services. Indeed, about 43% of respondents believe that corruption has increased in the past three years (versus 72% in 2016). Only 18% of those who had contact with public service agencies in the last 12 months paid bribes. Citizens without means to pay bribes may be denied access to public services.

Also, more than twice as many respondents consider government's efforts to be effective (55% in 2019 against 22% in 2016). This indicates a **positive momentum in the country's anti-corruption efforts**, whereby citizens are more concerned about corruption yet resisting to engage in it. This momentum would help in furthering the aims of the current anti-corruption agenda set by the Party and the State.

Another finding relates to the institutional aspects of corruption. While citizens' overall experience of corruption decreased, the **level of perceived corruption among State agencies remains unchanged in the last decade**. Specifically, institutional bodies that are perceived to be most involved in corruption continue to be the traffic police, the police, and tax officials.

The 2019 survey also shows some **discrepancies between citizens' attitudes and behaviors towards anti-corruption**. Specifically, while citizens believe that they can make a difference in fighting corruption and are willing to report corruption cases, in practice they rarely report it. The paradoxical gap lies mostly in the belief that reporting would not make any difference or worse,

could bring negative consequences. This finding remains constant from past GCB editions and calls for the Party and State's anti-corruption agenda to be revisited.

Interestingly, business owners are perceived to be slightly more corrupt (for 15% of respondents) than government officials (13% of respondents - see Figure 4). Regarding the role of privately-owned businesses, VCB-2019 reveals citizens' concern with large private companies and special interest groups' undue influence on policies for their own benefit.

For the first time, the VCB-2019 sheds light on sexual extortion (**sextortion**), a **significant form of gendered corruption**. Although only a few respondents reported an experience of sextortion, further qualitative research is required to explain the gap between the citizens' widespread concern and the low reported level of sextortion.

Last but not least, **women appear as strong players in anti-corruption**. First, they tend to condemn corruption more than men (48% versus 38%). Second, women are perceived to be "cleaner" than men (only 4% of them are perceived to be corruption perpetrators versus 88% for men). Third, in practice, fewer women pay bribes than their male counterparts (15% versus 21% for men). As a result, anti-corruption efforts must include women and consider how women and others experience corruption.

In this context, many of **VCB-2019 findings bring hope for positive changes**, fueled by reduced level of bribery, increased effective Party and State anti-corruption efforts and greater number of citizens willing to fight corruption.

METHODOLOGY

This survey is based on TI's Global Corruption Barometer methodology, applied in Vietnam (in *GCB-2011, 2013* and *2017*). Similar to these three surveys, the Vietnam Corruption Barometer survey was conducted in the same 18 pre-selected provinces in all six economic regions of Vietnam, to which Quang Nam province was added in the 2019 sample, with a view to increasing diversity in central province representation.

The surveyed provinces included Hanoi, Vinh Phuc, Thai Binh, Lang Son, Son La, Thai Nguyen, Nghe An, Da Nang, Quang Nam, Phu Yen, Gia Lai, Dak Lak, Lam Dong, Ho Chi Minh, Tay Ninh, Vung Tau, Can Tho, Ben Tre, and Ca Mau.

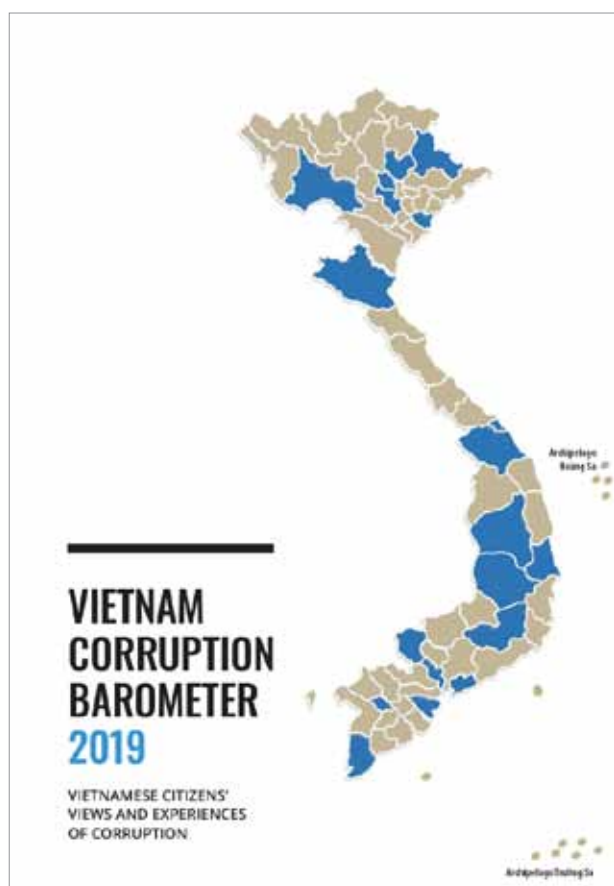
Few incidents related to the interpretation of the nature of the questionnaire happened in the field in

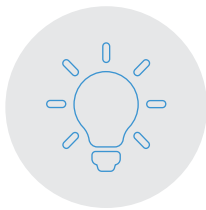
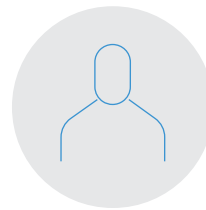
some areas (8 provinces), which required to change the initially planned sampling units to other locations within the same province.

The initial targeted sample (n= 1,100) was allocated per region on non-proportional basis to follow the methodology used in previous editions. The final results (n=1,085) were then weighted on gender, age group and by urban and rural share at the regional level based on 2014 GSO intercensal data to project the results to the national population of 59,033,000 people from 18 to 65 years of age. The final achieved sample size of n=1,085 respondents induced a maximum error margin of +/- 2,98% at 95% confidence level. The error margin would differ when analyzing smaller groups of respondents. The description of the initial and final survey sample is presented in Annex 1. The differences between the initial and final sample comes from interviews that were cancelled during the final quality control and data consistency check and could not be replaced within the project timeline.

The process to review, refine, and finalize the questionnaires took place in June 2019 and included comments from governance and gender experts.

Similar to other GCB editions, the core questionnaire developed by TI was used for VCB-2019 to allow comparisons among countries and across time periods. The Vietnam-specific questions were developed by Toward Transparency (TT) in cooperation with Indochina Research. For the specific country context, TT added eleven questions into the questionnaire to address country-specific issues, such as gender related concerns, the topic of business influence issue and sextortion.



**01.****05 - 06/2019****QUESTIONNAIRE REVIEW AND UPDATE****02.****07 - 08/2019****FIELD INTERVIEWS IN 19 PROVINCES****03.****09 - 11/2019****DATA ANALYSIS AND REPORT WRITING****04.****12/2019****EXTERNAL REVIEWER'S COMMENTS AND REPORT FINALIZATION**

All survey tools were translated into Vietnamese, reviewed, and tested before being implemented in the field (see Annex 4 for full questionnaire).

The survey was conducted by Indochina Research (Vietnam) in the field from July 12th to August 18th, 2019. Interviews were conducted face-to-face using a logic-enabled digital questionnaire administered on tablets.

Interviewees were Vietnamese citizens aged from 18 to 65 years old randomly selected in each household, using the Kish Grid selection method.¹⁰ If the selected household member was not successfully interviewed after three attempts, the next household was selected. To complete the sample size (n=1,100), a total of 6,529 contacts were made, representing an acceptance rate of 17% only.

To ensure data analysis consistency, the summary results presented in VCB-2019 do not include ambiguous responses (don't know/no answer or refused to answer). For comparison purposes, all the overtime-compared questions were homogeneous. For instance, the previous GCB reports did not separate police and traffic police as the VCB-2019 did, so the two

were combined to make police results comparable in this edition while providing more granular information between the perceptions of the two police forces.

To discuss the survey results and collect more insight, 10 qualitative face-to-face interviews were separately conducted in Hanoi and Ho Chi Minh City in early November with citizens aged 18-49 from two age categories (Young: 18-35 y.o.; Mature: 36-49 y.o). Among them, 5 were selected from VCB-2019 respondents' sample, meeting the following screening criteria: 1) They consider corruption to have increased or decreased in the past 1 year; 2) They had contact with at least one of four public agencies in the past year (Public school/Public University, Public Health, Administration, Police/Traffic Police); 3) They considered corruption in public or private sectors either a problem or a serious problem. 5 were recruited outside the list of participants based on the following screening criteria: 1) Consider corruption to be an important social issue and 2) Have opinion that corruption either increased or decreased in the past year (See a snapshot of these results in section *Additional citizens' insights*).

ANNEXES

Annex 1: Description of the Survey Sample

Total Sample Size: n = 1085/ N = 59,033,000
Location: 19 Provinces in 6 regions
Sample Collection Methods: Tablet Assisted Personal Interviews

CITY	FINAL SAMPLE		WEIGHTED SAMPLE	
	n=	%	N ('000)	%
Northern Midlands and Mountains	130	12%	7,319	12%
Thai Nguyen	40		2,283	
Lang Son	40		2,160	
Son La	50		2,876	
Red River Delta	249	23%	13,389	23%
Hanoi	149		7,510	
Vinh Phuc	50		2,830	
Thai Binh	50		3,049	
North and South Central Coast	215	20%	12,372	21%
Nghe An	65		3,790	
Quang Nam	50		2,907	
Da Nang	55		3,177	
Phu Yen	45		2,498	
Central Highlands	86	8%	3,340	6%
Dak Lak	30		1,190	
Lam Dong	30		1,192	
Gia Lai	26		958	
Southeast	198	18%	10,932	19%
Ho Chi Minh	150		8,321	
Ba Ria - Vung Tau	23		1,191	
Tay Ninh	25		1,421	
Mekong River Delta	207	19%	11,681	20%
Ben Tre	78		4,365	
Can Tho	69		3,989	
Ca Mau	60		3,327	
TOTAL	1085	100%	59,033	100%

GENDER	n=	%	N ('000)	%
Female	585	54%	29,989	51%
Male	500	46%	29,044	49%
TOTAL	1085	100%	59,033	100%

LOCATION	n=	%	N ('000)	%
Urban	441	41%	20,301	34%
Rural	644	59%	38,732	66%
TOTAL	1085	100%	59,033	100%

AGE GROUP	n=	%	N ('000)	%
18 - 24 y.o	222	20%	10,789	18%
25 - 34 y.o	289	27%	15,259	26%
35 - 44 y.o	249	23%	13,384	23%
45 - 54 y.o	196	18%	11,689	20%
55 - 65 y.o	129	12%	7,912	13%
TOTAL	1085	100%	59,033	100%

INCOME	n=	%	N ('000)	%
30,000,000 or higher	87	8%	4,482	8%
15,000,000 - 29,999,999	319	29%	17,170	29%
10,000,000 - 14,999,999	345	32%	18,558	31%
7,500,000 - 9,999,999	163	15%	8,285	14%
5,000,000 - 7,499,999	132	12%	7,918	13%
0 - 4,999,999	39	4%	2,619	4%
TOTAL	1085	100%	59,033	100%

Annex 2: Legal documents on anti-corruption (2017-2019)

LEGAL DOCUMENTS	CONTENT	ISSUED AGENCIES	ISSUED DATE	EFFECTIVE DATE
Law 36/2018/QH14	Law on Anti-Corruption	National Assembly	November 20, 2018	July 1, 2019
Decree 59/2019/ND-CP	Detailed regulations on a number of articles and measures for implementation of the Law on anti-corruption	Government	July 1, 2019	August 15, 2019
Directive 10/CT-TTG	Enhancement of effective prevention and settlement for harassment and troublesome actions to citizens and enterprises when processing work	Prime Minister	April 22, 2019	April 22, 2019
Decision 101/QĐ-TTg	Promulgating implementation plan of the Anti-Corruption Law 2018	Prime Minister	January 21, 2019	January 21, 2019
Decision 861/QĐ-TTg	Promulgating the Project "Awareness raising and education of anti-corruption legislations in the period 2019-2021"	Prime Minister	July 11, 2019	July 11, 2019
Directive 724/CD-TTg	Strengthening measures to prevent negative and corruption behaviours in public-service activities	Prime Minister	June 17, 2019	June 17, 2019
Directive 27/CT-TW	Strengthening the Party's leadership in the protection of whistle-blowers and individuals who participate in the fight against corruption, wastefulness and wrongdoings.	the Political Bureau	January 10, 2019	January 10, 2019
Law 25/2018/QH14	Law on Denunciation	National Assembly	June 12, 2018	January 1, 2019
Decree 31/2019/ND-CP	Detailed regulations on a number of articles for implementation of the Law on Denunciation	Government	April 10, 2019	May 28, 2019

Annex 3: Questionnaire main results

T11. In your opinion, what are the most important problems that Vietnam is facing that the government should address?

Issues	Rate (%)	Issues	Rate (%)
Poverty / Hunger reduction	48.0	Improve land security / People's life / Resettlement	1.9
Food safety	45.8	Immigration	0.8
Crime and security / Law and national order	44.9	Support for people with meritorious to country/ Vietnamese mother hero	0.4
Corruption	43.2	Social security	0.4
Education	41.2	Fight smuggling / counterfeiting	0.3
Jobs / Unemployment	32.0	Reduce living expenses (electricity, petrol)	0.2
Environment protection	31.1	Organizing referendum	0.2
Air/water pollution	31.1	Promoting social equality	0.2
Transportation, infrastructure	28.7	Reduce taxes	0.2
Sexual harassment	16.8	Enforce ethical standards for officials in public sector	0.2
Wages, incomes and salaries	16.4	Simplify administrative procedure	0.1
Healthcare access / fighting disease	16.2	Fight unformal lending rings	0.1
Management of the economy	9.2	Child violence	0.1
National Defense	7.7	Demographic management	0.1
Farming/agriculture	6.4		

T12. How many of the following people or organizations would you think are involved in corruption cases? (% of respondents who know)

	None	Some of them	Most of them	All of them	Total
The President/PM/ Officials	37.7	50.9	9.2	2.2	100
Members of Parliament	32.7	58.7	7.6	0.9	100
Government officials	14.7	72.7	11.1	1.5	100
Provincial People committee	22.8	67.4	8.5	1.4	100
Police	13.1	66.7	17.7	2.6	100
Traffic police	9.8	60.6	22.4	7.2	100
Tax Officials collectors	20.1	63.3	14.1	2.5	100
Judges and Magistrates	29.0	61.9	6.9	2.2	100
Traditional leaders	55.0	41.5	2.9	0.7	100
Religious leaders	59.4	37.6	2.6	0.4	100
Business owners	22.2	63.0	12.8	2.1	100

T13. In your opinion, in the past 12 months, to what level corruption has evolved in Vietnam? (% of respondents who know)

Increased a lot	Increased somewhat	Stayed the same	Decreased somewhat	Decreased a lot
22.0%	21.0%	31.2%	21.3%	4.6%

T14. How often, if ever, did you have to pay a bribe, give a gift or do a favor when you contacting with one of below public services to get the assistance you needed? (% of respondents who know)

	Never paid bribes	Yes, once	Yes, more than once	No contact	Total
Public schools	16.3	1.1	0.8	81.8	100
Public hospitals	37.7	3.7	1.1	57.5	100
Administrative agencies	24.1	1.4	0.4	74.1	100
Public service companies	24.4	1.1	0.0	74.5	100
Polices	13.5	0.9	0.7	84.9	100
Traffic policies	8.0	3.2	1.6	87.2	100
Courts	1.2	0.3	0.1	98.4	100

T15. When you paid a bribe for any of the experience discussed previously, did you report any of the incidents to a government official or someone in authority? (% of those who paid a bribe)

Not reporting	Reported
100.0	0.0

T17a. Some people say that many incidents of corruption are never reported. Based on your experience, what do you think are the main reasons why many people do not report corruption when it occurs? (% of respondents)

People are afraid of the consequences	28.4	Corruption is normal / Everyone does it / everyone is involved	4.0
Nothing will be done / It wouldn't make a difference	23.5	Denunciation is not in the Vietnamese culture	0.8
Corruption is difficult to prove /it is hard to show evidence	11.9	People benefits from corruption, so they do not report	0.3
People don't know where to report it	8.8	Problems will be solved faster when paying bribes so no need to report corruption	0.2
People don't know how to report it	8.6	Reporting corruption is too expensive	0.2
People who are involved are important persons and are untouchable	8.0	Corrupted people are protected	0.1
The officials where they would report to are most likely to also be corrupted	5.2	People awareness of corruption is still poor	0.0
Total			100

T18. How well or badly would you say the current government is fighting corruption in Vietnam? (% of respondents who know)

Very Badly	Badly	Neither bad nor well	Well	Very Well	Total
11.1	34.8	5.6	41.2	7.4	100

T19. What are the most effective things that an ordinary person like you can do to help combat corruption in Vietnam? (% of respondents)

Refuse to pay bribes, even small one	49.8	Participate in protest marches or demonstrations against corruption	2.0
Report corruption when I see or experience it	9.5	Posting on social media (Facebook, Zalo,..) or internet	9.0
Speak out about the problem, for example, by calling a radio program or writing a letter to journalist	7.3	Boycott a business which has been found guilty of engaging in corruption	8.3
Sign a petition asking for a stronger fight against corruption	5.4	Nothing/Ordinary people cannot do anything	0.0
Join or support an organization that is fighting corruption	8.7		
Total			100

T110. Please tell me whether you agree or disagree with the following statements (% of respondents who know)

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Total
A. Ordinary people can make a difference in the fight against corruption	2.6	20.1	6.3	61.3	9.7	100
B. In our society it is generally acceptable for people to report a case of corruption they have witnessed	1.1	8.9	3.5	73.6	13.0	100
C. If I would witness an act of corruption, I would feel personally obliged to report it	1.7	10.2	5.3	71.9	10.9	100
D. I would report a case of corruption even if I would have to spend few days in court to give evidence	5.8	22.9	8.3	56.3	6.7	100

TT1. Who do you think is more often victims and perpetrators of corruption?
(% of respondents who know)

	Male	Female	Both equally	Total
TT01a. Who do you think is more often victims of corruption?	63.1	23.1	13.8	100
TT01b. Who do you think is more often perpetrator of corruption?	87.7	3.9	8.4	100

TT02. To what extent do you think policies and government decisions are influenced by large private companies or group's interest? (% of respondents who know)

Never	Rarely	Sometimes	Often	Always	Total
7.6	4.9	33.8	36.2	17.5	100.0

TT05. How much of a problem do you think corruption is in the public sector in Vietnam?
(% of respondents who know)

Not a problem at all	A minor problem	A problem	A serious problem	Total
5.8	20.8	52.1	21.4	100

TT06. How much of a problem do you think corruption is in the private sector in Vietnam?
(% of respondents who know)

Not a problem at all	A minor problem	A problem	A serious problem	Total
11.8	26.7	46.9	14.6	100

TT07. How much more are you willing to pay for products and services from companies with a 'Clean' reputation? (% of respondents who know)

Much more	A little more	Pay the same	Total
17.6	58.4	24.0	100

TT08. In your opinion, which one of the following activities should be the priority of Government in the field of anti - corruption in the coming years? (% of respondents who know)

Improve the integrity of public, government officers	36.5
Better protect victims, witnesses and people who report corruption	14.1
Institute stronger punishment of corruption crimes	38.6
Simplify and improve transparency in administrative procedures	5.6
Tackle corruption in the private sector / private companies	2.7
Provide more effective mechanism and incentive on reporting corruption	2.6
Total	100

TT10. To what extent do you believe sextortion is a problem in Vietnam? (% of respondents who know)

Not a problem at all	A minor problem	A problem	A serious problem	Total
3.0	19.4	46.2	31.4	100

TT03. How much do you know about the following Party and State agencies tasked with anti-corruption in Vietnam? (% of respondents who know)

	Never heard of them	Heard, but don't know	Know a bit	Know a lot	Total
The Central Steering Committee for Anti-corruption - CSCAC	46.0	29.5	21.3	3.3	100
Central Committee for Internal Affairs - CIA	68.3	17.5	11.3	2.9	100
Central Inspection Commission of the Communist Party of Vietnam - CIC	52.7	26.9	16.3	4.2	100
Government Inspectorate - GI	35.7	33.4	25.1	5.9	100
State Audit of Vietnam	46.4	25.9	23.1	4.6	100
Ministry of Public Security	19.4	29.0	38.7	12.9	100
People's Procuracies	36.5	28.8	29.0	5.7	100
People's Courts	27.2	30.2	34.7	7.9	100

TT04. How well or badly would you say these agencies are effectively fighting corruption?
(% of respondents who know)

	Very Badly	Badly	Neither bad nor well	Well	Very well	Total
The Central Steering Committee for Anti-corruption - CSCAC	4.9	18.9	20.8	49.5	5.9	100
Central Committee for Internal Affairs - CIA	5.0	14.1	24.1	50.4	6.5	100
Central Inspection Commission of the Communist Party of Vietnam	5.0	18.6	19.8	51.8	4.8	100
Government Inspectorate - GI	6.4	16.1	17.7	55.0	4.8	100
State Audit of Vietnam	4.3	13.1	26.3	51.3	5.0	100
Ministry of Public Security	7.0	17.4	17.3	50.9	7.5	100
People's Procuracies	4.9	17.0	26.1	46.2	5.8	100
People's Courts	3.5	18.8	22.2	50.1	5.4	100

Annex 4: Questionnaire

TI1. In your opinion, what are the most important problems that Vietnam is facing that the government should address?

Poverty / Hunger reduction	1
Crime and security / Law and national order	2
Healthcare access / fighting disease	3
Education	4
Jobs / Unemployment	5
Wages, incomes and salaries	6
Corruption	7
Transportation, infrastructure	8
Management of the economy	9
Farming/agriculture	10
Immigration	11
Food safety	12
Air/water pollution	13
Sexual harassment	14
Environment protection	15
National Defense	16
Other (1st response) _____ (POST CODE)	
Other (2nd response) _____ (POST CODE)	
Other (3rd response) _____ (POST CODE)	
Nothing/ no problem (no rotate)	17
No further reply (no rotate)	996
Don't know (no rotate)	999

New VCB 2019

TI1b. Among the main issues you mentioned, please let us know which one you think should be addressed in priority?

SHOW THE ISSUES from previous selections, then select ONE ANSWER:

Main reason :

TT3. In your opinion, in the past 12 months, to what level corruption has evolved in Vietnam?

Increased a lot	1
Increased somewhat	2
Stayed the same	3
Decreased somewhat	4
Decreased a lot	5
Don't know	9

New VCB 2019**TT01a. Who do you think is more often victims of corruption?**

Male	Female	Both equally	Don't know
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New VCB 2019**TT01b. Who do you think is more often perpetrator of corruption?**

Male	Female	Both equally	Don't know
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New VCB 2019**TT02. To what extent do you think policies and government decisions are influenced by large private companies or group's interest?**

(ONE ANSWER)

Never	Rarely	Sometimes	Often	Always	Don't know	Don't answer
1	2	3	4	5	8	9

TI4. In the past 12 months have you been in contact with a public school or public University?

[Interviewer: If 'no', circle 7 and continue to next question. If yes, continue with part A below]

[Read out options]

	No contact [DNR]	No	Yes, once	Yes, more than once	Don't Know [DNR]
A. Did you have to give a gift, an envelope, pay a bribe, or do a favour for a teacher or school official in order to get the services you needed from the school or public University?	7	0	1	2	9

TI4. In the past 12 months have you been in contact with a public clinic or hospital?

[Interviewer: If 'no', circle 7 and continue to next question. If yes, continue with parts B below]

[Read out options]

	No contact [DNR]	No	Yes, once	Yes, more than once	Don't Know [DNR]
B. In the past 12 months, did you have to give a gift, an envelope, pay a bribe or do a favour for a health worker or clinic or hospital staff in order to get the medical care you needed?	7	0	1	2	9

TI4. In the past 12 months have you tried to get an identity document like a birth certificate, driver's license, passport or voter's card, or a permit, from government?

	No contact [DNR]	No	Yes, once	Yes, more than once	Don't Know [DNR]
C. In the past 12 months, did you have to give a gift, an envelope, pay a bribe or do a favour for a government official in order to get the document you needed?	7	0	1	2	9

TI4. In the past 12 months have you tried to get access to water, sanitation or electric services from public service companies?

[Interviewer: If 'no', circle 7 and continue to next question. If yes, continue with part D below]

[Read out options]

	No contact [DNR]	No	Yes, once	Yes, more than once	Don't Know [DNR]
D. In the past 12 months, did you have to give a gift, an envelope, pay a bribe or do a favour for a government official in order to get the services you needed?	7	0	1	2	9

TI4a. In the past 12 months have you had contact with the police?

[Interviewer: If 'no', circle 7 and continue to next question. If yes, continue with part Ea below]

[Read out options]

	No contact [DNR]	No	Yes, once	Yes, more than once	Don't Know [DNR]
Ea. In the past 12 months, did you have to give a gift, an envelope, pay a bribe or do a favour for a police officer in order to get the assistance you needed.	7	0	1	2	9

New VCB 2019

TI4b. In the past 12 months have you been stopped by the traffic police?

[Interviewer: If 'no', circle 7 and continue to next question. If yes, continue with part Eb below]

[Read out options]

	No contact [DNR]	No	Yes, once	Yes, more than once	Don't Know [DNR]
Eb. In the past 12 months, when stopped, did you have to give a gift, an envelope, pay a bribe or do a favour for a traffic police instead of getting a formal fine?	7	0	1	2	9

TI4. In the past 12 months have you had contact with the courts?

[Interviewer: If 'no', circle 7 and continue to next question. If yes, continue with part F below]:

[Read out options]

	No contact [DNR]	No	Yes, once	Yes, more than once	Don't Know [DNR]
F. In the past 12 months, did you have to give a gift, an envelope, pay a bribe or do a favour for a judge or court official in order to get the assistance you needed from the courts?	7	0	1	2	9

TI5. When you paid a bribe for any of the experience discussed previously, did you report any of the incidents to a government official or someone in authority?

No	0
Yes	1
<i>Not Applicable</i>	7
Don't know	9

TI6. Which of the following happened the last time that you reported a bribery incident?

	No contact [DNR]	No	Yes, once	Yes, more than once	Don't Know [DNR]
A. Authorities took action against the government officials involved.	7	0	1	2	9
B. You suffered retaliation or other negative consequences as a result of reporting the incident.	7	0	1	2	9

TI7a. Some people say that many incidents of corruption are never reported. Based on your experience, what do you think are the main reasons why many people do not report corruption when it occurs? Please select up to 3 reasons among the following:

Multiple ANSWER: Maximum 3

People don't know where to report it	2
People don't know how to report it	3
Nothing will be done / It wouldn't make a difference	4
Corruption is normal / Everyone does it / everyone is involved	6
People are afraid of the consequences	7
The officials where they would report to are most likely to also be corrupted	8
Corruption is difficult to prove /it is hard to show evidence	19
Denunciation is not in the Vietnamese culture	24
People who are involved are important persons and are untouchable	28
Other [specify] _____	Post Code
Don't know (not rotate)	9999
Most people report incidents of corruption (no rotate)	0

New VCB 2019

TI7b. Among the reasons you have chosen, which one do you think is the main reason?

Single ANSWER

Main reason:

TI8. How well or badly would you say the current government is fighting corruption in Vietnam?

Very Badly	Badly	Neither bad nor well [DNR]	Well	Very Well	DK / Haven't heard enough [DNR]
1	2	3	4	5	9

TI9. What are the most effective things that an ordinary person like you can do to help combat corruption in Vietnam? Choose up to 3 answers by level of effectiveness

Multiple ANSWER: Maximum 3

Nothing : Ordinary people cannot do anything	0
Refuse to pay bribes, even small one	1
Report corruption when I see or experience it	2
Speak out about the problem, for example, by calling a radio program or writing a letter to journalist	4
Sign a petition asking for a stronger fight against corruption	6
Join or support an organization that is fighting corruption	7
Participate in protest marches or demonstrations against corruption	8
Posting on social media (facebook, zalo,..) or internet	9
Boycott a business which has been found guilty of engaging in corruption	19
Other [specify] _____	Post Code
Other [specify] _____	Post Code
Don't know [Do not read]	

New VCB 2019

TI9b. Among the reasons you have chosen, which one do you think is the most effective actions?

Main answer:

TT10. Please tell me to what level do you agree or disagree with the 4 following statements

	Strongly disagree	Disagree	Neither agree nor disagree [Do not read]	Agree	Strongly agree	Don't know [Do not read]
A. Ordinary people can make a difference in the fight against corruption	1	2	3	4	5	9
B. In our society it is generally acceptable for people to report a case of corruption they have witnessed	1	2	3	4	5	9
C. If I would witness an act of corruption, I would feel personally obliged to report it	1	2	3	4	5	9
D. I would report a case of corruption even if I would have to spend few days in court to give evidence	1	2	3	4	5	9

New VCB 2019

TT03. How much do you know about the following Party and State agencies tasked with anti-corruption in Vietnam?

	Never heard of them	Heard the name, but don't know what they do	Know a bit	Know a lot	Refused to answer
The Central Steering Committee for Anti-corruption - CSCAC	0	1	2	3	9
Central Committee for Internal Affairs-CIA	0	1	2	3	9
Central Inspection Commission of the Communist Party of Vietnam-CIC	0	1	2	3	9
Government Inspectorate-GI	0	1	2	3	9
State Audit of Vietnam	0	1	2	3	9
Ministry of Public Security	0	1	2	3	9
People's Procuracies	0	1	2	3	9
People's Courts	0	1	2	3	9

New VCB 2019

TT04. How well or badly would you say these agencies are effectively fighting corruption?

	Never heard of them	Very Badly	Badly	Neither bad nor well [DNR]	Well	Very Well	DK / Haven't heard enough [DNR]	Refused
The Central Steering Committee for Anti-corruption – CSCAC	0	1	2	3	4	5	8	9
Central Committee for Internal Affairs- CIA	0	1	2	3	4	5	8	9
Central Inspection Commission of the Communist Party of Vietnam-CIC	0	1	2	3	4	5	8	9
Government Inspectorate-GI	0	1	2	3	4	5	8	9
State Audit of Vietnam	0	1	2	3	4	5	8	9
Ministry of Public Security	0	1	2	3	4	5	8	9
People's Procuracies	0	1	2	3	4	5	8	9
People's Courts	0	1	2	3	4	5	8	9

TT05. How much of a problem do you think corruption is in the public sector in Vietnam?

Public sector includes all departments and services that are owned, managed and operated by the State.

Please rate on scale of 1 to 4, in which 1 is "Not a problem at all" 4 means "A serious problem"

(ONE ANSWER)

Not a problem at all	A minor problem	A problem	A serious problem	Don't know	Don't answer
1	2	3	4	8	9

New VCB 2019

TT06. How much of a problem do you think corruption is in the private sector in Vietnam?
Private sector includes companies and organisation, having an activity for a profit.

Please rate on scale of 1 to 4, in which 1 is "Not a problem at all" 4 means "A serious problem"
 (ONE ANSWER)

Not a problem at all	A minor problem	A problem	A serious problem	Don't know	Don't answer
1	2	3	4	8	9

New VCB 2019

TT07. How much more are you willing to pay for products and services from companies with a 'Clean' reputation?

(ONE ANSWER)

Much more	1
A little more	2
Pay the same	3
Don't know	9

TT08. In your opinion, which one of the following activities should be the priority of Government in the field of anti - corruption in the coming years?

(ONE ANSWER)

Improve the integrity of public, government officers	1
Better protect victims, witnesses and people who report corruption	2
Institute stronger punishment of corruption crimes	3
Simplify and improve transparency in administrative procedures	4
Tackle corruption in the private sector / private companies	5
Provide more effective mechanism and incentive on reporting corruption	6
Other priorities (Specify) _____	98
Don't know/ Refuse to answer	99

TI2. How many of the following people or organizations would you think are involved in corruption cases?

	None	Some of them	Most of them	All of them	Don't know/ Haven't heard enough [DNR]	Don't want to answer
A. The President/Prime Minister and Officials in their Office	0	1	2	3	8	9
B. Members of Parliament	0	1	2	3	8	9
C. Government officials	0	1	2	3	8	9
D. Provincial People committee / People's Assembly representative	0	1	2	3	8	9
E1. Police	0	1	2	3	8	9
E2. Traffic police	0	1	2	3	8	9
F. Tax Officials, like Ministry of Finance officials or Local Government tax collectors	0	1	2	3	8	9
G. Judges and Magistrates	0	1	2	3	8	9
H. Traditional leaders	0	1	2	3	8	9
I. Religious leaders	0	1	2	3	8	9
J. Business owners	0	1	2	3	8	9

New VCB 2019

Sex bribes, or also called, sextortion is a form of corruption which occurs when a public official or private officer says that they will give a government/private benefits (such as quicker service, approval of documents, getting a job, a job promotion, grant a commercial contract) in exchange for sexual related favors such as sexual activity, inappropriate touching, exposing body parts, or taking intimate photos,...

TT10. To what extent do you believe sextortion is a problem in Vietnam?

Not a problem at all	A minor problem	A problem	A serious problem	Don't know
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New VCB 2019

TT11. In the past 2 years, have you personally faced, or do you know someone among your friend or relatives face any cases of sextortion?

Yes / No

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END NOTES

1. A comparable survey, the *Global Corruption Barometer, 2017* shows that nearly 2 out of 3 respondents (65%) paid a bribe in the last 12 months when they used a public service. Public health care, public schools, and the police had the top 3 highest rates.
2. Sextortion in the questionnaire is defined as follows: "Sex bribes, or also called, sextortion is a form of corruption which occurs when a public official or private officer says that they will give a government/private benefits (such as quicker service, approval of documents, getting a job, a job promotion, grant a commercial contract) in exchange for sexual related favors such as sexual activity, inappropriate touching, exposing body parts, or taking intimate photos,...".
3. The number of respondents who said a top reason for corruption going unreported is to fear of the consequences doubled in 2016 from 24% to 49% in 2019.
4. See, for example: "The "special interest groups" are putting the country in unpredictable danger" <https://vietnamnet.vn/vn/tuanvietnam/tieudiem/nhom-loi-ich-dang-dua-dat-nuoc-dung-truoc-nhung-nguy-co-kho-luong-538588.html>
5. By age, respondents are divided into two groups: youth and non-youth. The youth group age is under 30 years old while the non-youth group is above. Respondents are also divided into two groups by educational level: those obtaining up to high school degrees and those holding college/university degrees and higher. Regarding economical level, respondents are split into two groups, those whose income is below the average level and those whose income is above.
6. This finding resonates with the Youth Integrity Survey 2019 conducted by TT, which showed that youth are more vulnerable to corruption than adults; indeed, experiences of corruption of the youth is consistently higher than that of the non-youth (see more in *Towards Transparency, 2019*).
7. Internationally, more than one in four people who accessed public services, such as health care and education, paid a bribe in the preceding year (*Transparency International, 2019*). The corruption rate declined slightly from 22% in 2017 to 21% in 2019 in Latin America and the Caribbean (*Transparency International, 2019*).
8. The term "sextortion" was coined by the *International Association of Women Judges* and refers to the abuse of power to obtain a sexual benefit or advantage. Sextortion violates a woman's right to protection against sexual harassment, degradation, and discrimination. See definition used in end note 2 and further information in: https://www.transparency.org/news/feature/sextortion_undermining_gender_equality
9. See various articles related to sextortion featured in Vietnamese media: <https://vietnamnet.vn/vn/thoi-su/chong-tham-nhung/quan-chuc-nhan-hoi-lo-tinh-duc-co-the-xem-la-hanh-vi-tham-nhung-565660.html>, <https://plo.vn/phap-luat/hanh-vi-hoi-lo-tinh-duc-duoc-dua-vao-huong-dan-cua-toa-toi-cao-856726.html>, <https://laodong.vn/phap-luat/nhan-hoi-lo-tinh-duc-bi-xu-hinh-su-chung-minh-nguoi-pham-toi-the-nao-646524>. Ido, http://www.vn.undp.org/content/vietnam/vi/home/presscenter/undp-in-the-news/hoi_lo_tinh_duc_se_bi_coi_la_tham_nhung.html
10. See <https://www.statisticshowto.datasciencecentral.com/kish-grid/>

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