

The Study on Integrated Development Strategy for Danang City and Its Neighboring Area in the Socialist Republic of Vietnam (DaCRISS)

FINAL REPORT / Annex 3

Voices of 300 Companies / Establishments in Danang City

December 2010

ALMEC Corporation
International Development Center of Japan

EID

JR

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**JAPAN INTERNATIONAL COOPERATION AGENCY (JICA)
DANANG PEOPLE'S COMMITTEE**

**THE STUDY ON INTEGRATED DEVELOPMENT STRATEGY
FOR DANANG CITY AND ITS NEIGHBORING AREA
IN THE SOCIALIST REPUBLIC OF VIETNAM
(DACRISS)**

FINAL REPORT

ANNEX 3

VOICES OF 300 COMPANIES / ESTABLISHMENTS IN DANANG CITY

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**ALMEC CORPORATION
INTERNATIONAL DEVELOPMENT CENTER OF JAPAN**

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Table 1.1 Energy Saving and Technologies (%)

Enterprise Sector	Consideration of Energy Saving Technology		Type of Technologies to Use							
	Yes	No	Biomass	Bio Fuels	Biogas	Solar Panels	Solar Thermal Heating	Energy Efficiency Technology	Energy Efficiency Practices	Others
Agriculture	100	0	0	0	0	33	33	0	33	0
Fishery	50	50	0	0	0	0	0	0	100	0
Mineral	33	67	100	0	0	0	0	0	0	0
Primary	57	43	20	0	0	20	20	0	40	0
Manufacturing	31	69	17	4	4	13	4	9	43	4
Electricity power and gas	83	17	0	0	0	0	0	0	100	0
Construction	34	66	0	0	0	0	0	15	85	0
Secondary	35	65	10	2	2	7	2	10	63	2
Hotels and restaurants	19	81	0	0	0	0	0	47	41	12
Transportation and storage	21	79	0	17	0	0	17	0	50	17
Science and technology	24	76	0	0	0	0	25	25	50	0
Education and training	40	60	25	0	0	0	25	0	50	0
Personal, community	14	86	0	0	0	0	0	0	100	0
Medical and welfare work	0	100	-	-	-	-	-	-	-	-
Entertainment and sport	20	80	0	0	0	0	0	50	50	0
Real estate	15	85	0	0	0	0	0	33	67	0
Business	33	67	0	0	0	6	0	11	50	33
Finance and credit service	33	67	0	0	0	50	0	0	0	50
Tertiary	23	77	2	2	0	3	5	22	49	17
Total	27	73	6	2	1	6	5	16	54	10

Table 1.2 Reasons for Not Using Energy Saving Technology (%)

Enterprise Sector	Reasons for Not Use						
	Lack of awareness	Lack of knowledge	Not likely to be cost effective	Not a priority	Very little energy use/not relevant	Too expensive to use	Don't know
Agriculture	-	-	-	-	-	-	-
Fishery	0	0	50	50	0	0	0
Mineral	0	0	0	33	67	0	0
Primary	0	0	20	40	40	0	0
Manufacturing	2	13	19	25	33	4	4
Electricity power and gas	0	0	0	0	100	0	0
Construction	0	0	0	33	54	0	13
Secondary	1	8	12	27	41	3	7
Hotels and restaurants	3	8	8	58	18	2	2
Transportation and storage	0	7	4	18	61	7	4
Science and technology	0	0	14	14	64	0	7
Education and training	0	0	17	33	33	17	0
Personal, community	5	0	5	25	65	0	0
Medical and welfare work	0	0	0	33	50	17	0
Entertainment and sport	0	20	20	50	10	0	0
Real estate	0	10	5	24	57	0	5
Business	3	3	10	41	33	0	10
Finance and credit service	0	0	25	0	50	0	25
Tertiary	2	6	9	37	40	2	4
Total	2	6	10	35	40	2	5

Table 1.3 Waste Reduction and Solid Waste Segregation (%)

Enterprise Sector	Equipment of Facilities to Reduce Waste			Awareness of Regulations		Requirement for Solid Waste Segregation		
	Yes	No	Don't know	Yes	No	Yes	No	Don't know
Agriculture	0	100	0	50	50	50	0	50
Fishery	100	0	0	100	0	50	50	0
Mineral	0	67	33	33	67	0	67	33
Primary	29	57	14	57	43	29	43	29
Manufacturing	15	77	8	58	42	28	67	5
Electricity power and gas	17	83	0	100	0	33	67	0
Construction	14	71	14	71	29	20	71	9
Secondary	15	75	10	65	35	26	68	6
Hotels and restaurants	6	87	6	61	39	3	81	16
Transportation and storage	3	86	10	31	69	7	69	24
Science and technology	6	82	12	53	47	18	71	12
Education and training	0	100	0	50	50	11	67	22
Personal, community	5	95	0	33	67	29	62	10
Medical and welfare work	20	80	0	80	20	60	40	0
Entertainment and sport	10	90	0	20	80	0	90	10
Real estate	0	90	10	15	85	5	95	0
Business	13	85	2	50	50	13	67	20
Finance and credit service	17	67	17	50	50	67	17	17
Tertiary	7	87	6	46	54	12	72	15
Total	10	83	7	52	48	17	70	13

Table 1.4 Practice of Waste Recycle (%)

Enterprise Sector	Practice of Waste Recycle			Who Recycle the Waste				
	Yes	No	Don't know	Ourselves	Individuals	Other enterprises	Government	Don't know
Agriculture	50	0	50	0	100	0	0	0
Fishery	0	100	0	-	-	-	-	-
Mineral	0	67	33	-	-	-	-	-
Primary	14	57	29	0	100	0	0	0
Manufacturing	33	58	8	48	28	20	0	4
Electricity power and gas	17	83	0	0	100	0	0	0
Construction	23	66	11	25	38	38	0	0
Secondary	29	62	9	41	32	24	0	3
Hotels and restaurants	5	82	13	33	67	0	0	0
Transportation and storage	17	69	14	0	40	0	0	60
Science and technology	0	76	24	-	-	-	-	-
Education and training	0	89	11	-	-	-	-	-
Personal, community	29	67	5	50	50	0	0	0
Medical and welfare work	0	100	0	-	-	-	-	-
Entertainment and sport	0	80	20	-	-	-	-	-
Real estate	0	100	0	-	-	-	-	-
Business	22	67	11	27	73	0	0	0
Finance and credit service	0	100	0	0	0	100	0	0
Tertiary	11	78	11	27	58	4	0	12
Total	16	73	11	34	44	15	0	7

Table 1.5 Type of Waste for Recycle (%)

Enterprise Sector	Type of Waste for Recycle								
	Paper and Cardboard	Plastics	Metals	Glass	Wood	Foodstuffs	Other organic waste	Other	Don't know
Agriculture	0	0	0	0	0	50	50	0	0
Fishery	-	-	-	-	-	-	-	-	-
Mineral	-	-	-	-	-	-	-	-	-
Primary	0	0	0	0	0	50	50	0	0
Manufacturing	21	13	36	10	13	3	0	5	0
Electricity power and gas	100	0	0	0	0	0	0	0	0
Construction	64	14	21	0	0	0	0	0	0
Secondary	33	13	31	7	9	2	0	4	0
Hotels and restaurants	75	0	0	0	0	25	0	0	0
Transportation and storage	56	11	22	11	0	0	0	0	0
Science and technology	100	0	0	0	0	0	0	0	0
Education and training	-	-	-	-	-	-	-	-	-
Personal, community	56	11	33	0	0	0	0	0	0
Medical and welfare work	-	-	-	-	-	-	-	-	-
Entertainment and sport	-	-	-	-	-	-	-	-	-
Real estate	-	-	-	-	-	-	-	-	-
Business	92	0	0	0	0	0	0	8	0
Finance and credit service	-	-	-	-	-	-	-	-	-
Tertiary	72	6	14	3	0	3	0	3	0
Total	48	10	24	5	5	3	1	3	0

Table 1.6 Assessment of Waste Recycle and Pollution (%)

Enterprise Sector	Received Complains (% of frequent/all the time)							Suffering due to Pollution		
	Noise	Odor	Air Pollution	Solid Waste	Soil Pollution	Surface Water Pollution	Ground Water Pollution	Yes	No	Don't know
Agriculture	0	0	0	0	0	0	0	0	50	50
Fishery	0	50	0	0	0	0	0	50	50	0
Mineral	0	0	0	0	0	0	0	0	67	33
Primary	0	17	0	0	0	0	0	14	57	29
Manufacturing	3	0	0	0	0	0	0	18	80	2
Electricity power and gas	0	0	0	0	0	0	0	17	83	0
Construction	0	0	3	0	0	0	0	31	67	3
Secondary	1	0	1	0	0	0	0	22	76	2
Hotels and restaurants	0	0	0	0	0	0	0	10	90	0
Transportation and storage	0	0	0	0	0	0	0	10	86	3
Science and technology	6	6	6	0	0	0	0	12	88	0
Education and training	0	0	0	0	0	0	0	10	90	0
Personal, community	0	0	0	0	0	0	0	14	81	5
Medical and welfare work	0	0	0	0	0	0	0	20	80	0
Entertainment and sport	0	0	0	0	0	0	0	11	89	0
Real estate	0	0	0	0	0	0	0	10	85	5
Business	0	0	2	0	0	0	0	6	91	4
Finance and credit service	0	0	0	0	0	0	0	17	83	0
Tertiary	1	1	1	0	0	0	0	10	88	2
Total	1	1	1	0	0	0	0	14	84	3

Table 1.7 Pollution Obstacle (% of major/severe)

Enterprise Sector	Type of Pollution Obstacle (% of major/severe)						
	Noise	Odor	Air Pollution	Solid Waste	Soil Pollution	Surface Water Pollution	Ground Water Pollution
Agriculture	-	-	-	-	-	-	-
Fishery	0	0	0	0	0	0	0
Mineral	-	-	-	-	-	-	-
Primary	0	0	0	0	0	0	0
Manufacturing	0	0	10	10	0	0	10
Electricity power and gas	0	0	0	0	0	0	0
Construction	9	0	0	0	0	0	0
Secondary	3	0	3	3	0	0	3
Hotels and restaurants	17	17	17	0	0	0	0
Transportation and storage	33	0	0	0	0	0	0
Science and technology	50	0	0	0	0	0	0
Education and training	0	0	-	-	-	-	-
Personal, community	33	0	33	0	0	0	0
Medical and welfare work	0	0	0	0	0	0	0
Entertainment and sport	0	0	0	0	0	0	0
Real estate	0	0	0	0	0	0	0
Business	0	0	0	0	0	50	0
Finance and credit service	0	0	0	0	0	0	0
Tertiary	13	2	6	0	0	6	0
Total	11	2	7	2	0	2	2

Table 1.8 Business Environment (% of major, severe obstacle)

Enterprise Sector	% of major, severe obstacle																			
	Telecommunications	Electricity	Transportation	Access to land	Regulatory policy uncertainty	Tax rates	Tax administration	Customs and trade regulation	Labour regulations	Skills/education	Business licensing and operating permits	Access to financing	Cost of financing	Macroeconomic policy	Corruption	Crime, theft and disorder	Anti competitive or informal practices	Conflict resolution	Environmental regulations	Others
Agriculture	0	0	50	0	50	0	0	0	0	0	0	0	50	0	0	0	0	0	0	-
Fishery	0	50	50	50	0	0	0	0	0	50	0	50	50	0	0	50	0	0	50	0
Mineral	0	0	0	0	0	0	0	0	0	0	0	0	33	0	0	0	0	0	0	-
Primary	0	17	33	17	17	0	0	0	0	17	0	17	44	0	0	17	0	0	17	0
Manufacturing	0	5	3	10	3	10	5	2	0	3	0	3	3	5	2	11	3	2	0	0
Electricity power and gas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Construction	6	3	11	3	8	6	3	9	0	11	3	3	3	6	9	6	9	6	0	0
Secondary	2	3	5	4	4	5	3	4	0	5	1	2	2	4	3	6	4	2	0	0
Hotels and restaurants	0	8	5	0	0	2	0	0	0	0	0	0	5	0	0	2	2	0	0	0
Transportation and storage	3	7	14	11	10	3	3	0	3	10	0	7	7	3	14	11	7	3	0	0
Science and technology	0	6	0	0	0	6	0	0	0	6	6	0	0	0	7	6	6	0	0	0
Education and training	0	10	10	20	10	20	10	11	0	0	10	20	20	10	10	10	10	10	10	-
Personal, community	0	10	5	10	5	5	5	0	0	5	0	5	0	0	5	5	5	5	0	0
Medical and welfare work	20	20	20	0	20	20	20	20	0	20	20	40	40	0	0	0	20	20	20	0
Entertainment and sport	0	10	0	0	0	0	0	0	0	0	10	10	30	0	0	0	0	0	0	0
Real estate	0	0	5	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0
Business	0	4	0	6	6	2	0	2	0	0	0	0	4	4	8	9	2	2	0	0
Finance and credit service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Tertiary	2	7	6	5	5	6	4	3	0	4	5	8	11	2	4	4	5	4	3	0
Total	1	6	6	5	4	5	2	2	0	4	1	4	6	3	4	6	4	2	1	0

Table 1.9 Business Environment – biggest obstacle (%)

Enterprise Sector	The Biggest Obstacle (%)																			
	Telecommunications	Electricity	Transportation	Access to land	Regulatory policy uncertainty	Tax rates	Tax administration	Customs and trade regulation	Labour regulations	Skills/education	Business licensing and operating permits	Access to financing	Cost of financing	Macroeconomic policy	Corruption	Crime, theft and disorder	Anti competitive or informal practices	Conflict resolution	Environmental regulations	Others
Agriculture	0	0	50	0	50	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fishery	0	50	0	0	0	0	0	0	0	0	50	0	0	0	0	0	0	0	0	0
Mineral	0	0	0	0	0	0	0	0	0	33	0	33	33	0	0	0	0	0	0	0
Primary	0	14	14	0	14	0	0	0	0	14	0	29	14	0	0	0	0	0	0	0
Manufacturing	2	16	9	13	5	0	2	4	0	9	0	4	7	5	0	14	11	0	0	0
Electricity power and gas	0	17	0	17	0	0	0	17	0	17	0	0	0	0	0	17	17	0	0	0
Construction	6	19	16	3	3	6	0	0	0	9	0	9	13	3	3	6	3	0	0	0
Secondary	3	17	11	10	4	2	1	3	0	10	0	5	9	4	1	12	9	0	0	0
Hotels and restaurants	0	56	11	0	2	7	4	0	2	0	0	2	9	2	0	4	0	4	0	0
Transportation and storage	0	11	11	11	7	4	4	0	0	14	0	14	11	7	0	4	0	4	0	0
Science and technology	0	31	0	6	0	0	6	0	0	6	0	6	19	0	6	19	0	0	0	0
Education and training	13	25	13	13	0	13	0	0	13	0	0	0	13	0	0	0	0	0	0	0
Personal, community	5	21	11	5	5	5	5	0	0	16	0	5	5	0	0	0	16	0	0	0
Medical and welfare work	0	20	0	0	0	0	0	0	0	40	0	0	20	0	0	20	0	0	0	0
Entertainment and sport	0	20	10	0	0	0	0	0	0	0	10	20	20	10	0	0	10	0	0	0
Real estate	5	11	11	11	0	11	0	0	0	5	0	21	16	11	0	0	0	0	0	0
Business	2	21	19	11	4	9	4	2	0	0	2	2	8	2	2	8	6	0	0	0
Finance and credit service	0	0	0	0	0	0	0	0	0	33	0	0	0	0	0	67	0	0	0	0
Tertiary	2	28	11	6	3	6	3	0	1	6	1	6	11	3	1	6	3	1	0	0
Total	2	25	11	7	3	5	3	1	1	7	1	7	10	3	1	8	5	1	0	0

Table 1.10 Business Environment – second biggest obstacle (%)

Enterprise Sector	The Second Biggest Obstacle (%)																			
	Telecommunications	Electricity	Transportation	Access to land	Regulatory policy uncertainty	Tax rates	Tax administration	Customs and trade regulation	Labour regulations	Skills/education	Business licensing and operating permits	Access to financing	Cost of financing	Macroeconomic policy	Corruption	Crime, theft and disorder	Anti competitive or informal practices	Conflict resolution	Environmental regulations	Others
Agriculture	0	0	0	0	0	0	50	0	0	0	0	0	50	0	0	0	0	0	0	0
Fishery	0	0	0	0	0	0	0	50	0	50	0	0	0	0	0	0	0	0	0	0
Mineral	0	0	33	0	0	0	0	0	0	0	0	33	0	0	0	33	0	0	0	0
Primary	0	0	14	0	0	0	14	14	0	14	0	14	14	0	0	14	0	0	0	0
Manufacturing	0	14	11	13	4	5	2	4	0	18	2	9	5	0	0	9	0	4	2	0
Electricity power and gas	0	0	17	0	0	0	0	0	0	0	17	17	0	0	0	17	0	33	0	0
Construction	0	13	6	6	10	6	3	0	0	23	0	3	10	6	0	6	6	0	0	0
Secondary	0	13	10	10	5	5	2	2	0	18	2	8	6	2	0	9	2	4	1	0
Hotels and restaurants	9	21	14	9	2	9	5	0	0	5	0	7	9	2	0	0	5	2	0	0
Transportation and storage	0	4	14	4	7	4	0	11	0	7	4	4	11	4	7	14	4	0	4	0
Science and technology	13	13	6	13	13	13	0	0	0	0	0	0	0	6	0	6	13	6	0	0
Education and training	0	38	0	25	13	0	0	13	0	13	0	0	0	0	0	0	0	0	0	0
Personal, community	0	13	0	13	0	6	0	0	0	0	0	19	0	0	0	19	19	6	0	6
Medical and welfare work	25	25	50	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Entertainment and sport	0	20	0	30	0	20	0	0	0	10	0	0	10	0	0	10	0	0	0	0
Real estate	6	11	6	6	6	11	0	0	0	6	0	6	6	0	0	6	28	6	0	0
Business	8	15	10	6	2	13	4	2	0	6	2	13	4	2	0	13	0	0	0	0
Finance and credit service	50	0	0	0	0	0	0	0	0	0	0	0	0	50	0	0	0	0	0	0
Tertiary	7	15	10	9	4	9	2	3	0	5	1	7	6	3	1	8	7	2	1	1
Total	4	14	10	9	4	8	2	3	0	10	1	8	6	2	1	9	5	3	1	0

Table 1.11 Required Improvements on Infrastructure

Enterprise Sector	National Roads	Inter-Provincial Roads	Bridges	Railways	Seaports	Airports	Electricity	Water	Tele-Phone	Internet
Agriculture	2.5	-	-	-	-	-	1.0	0.0	1.0	-
Fishery	3.0	2.0	-	-	0.0	-	1.5	-	-	-
Mineral	1.0	1.7	-	3.0	-	-	3.0	-	-	-
Primary	2.2	1.8	-	3.0	0.0	-	1.8	0.0	1.0	-
Manufacturing	1.6	1.9	2.5	2.6	0.6	0.6	1.7	0.4	0.5	1.9
Electricity power and gas	1.7	2.0	-	-	0.5	0.0	1.8	0.0	0.3	3.0
Construction	2.0	1.6	3.0	2.0	0.5	0.5	1.5	1.0	0.3	2.4
Secondary	1.8	1.8	2.8	2.3	0.5	0.4	1.6	0.5	0.3	2.5
Hotels and restaurants	1.5	1.8	-	2.5	1.0	0.2	1.5	0.3	0.7	2.6
Transportation, storage	2.0	1.9	2.2	2.4	0.4	0.3	1.7	0.5	0.3	2.3
Science and technology	1.5	1.6	-	2.5	-	0.3	1.8	1.0	0.5	2.3
Education and training	2.0	1.3	-	-	-	0.0	1.8	0.8	0.4	2.8
Personal, community	2.4	1.3	3.0	-	-	0.0	1.3	0.2	0.6	2.1
Medical and welfare work	1.0	2.0	-	-	-	-	2.0	1.0	0.0	-
Entertainment and sport	1.0	1.7	-	-	-	0.0	1.3	0.8	1.0	2.0
Real estate	1.6	1.7	2.0	-	-	0.0	1.8	-	0.4	2.1
Business	2.3	1.9	3.0	2.3	0.2	0.0	1.6	0.4	0.5	1.9
Finance and credit service	1.5	2.0	-	3.0	-	-	1.8	1.0	0.0	1.5
Tertiary	1.7	1.7	2.6	2.5	0.5	0.1	1.6	0.7	0.4	2.2
Total	1.9	1.8	2.6	2.4	0.4	0.3	1.6	0.4	0.5	2.2

1) Scores are calculated by giving weight to each item based on the level of importance defined by respondents (the total number of respondents is divided by the weighted score, which reflects the respondents' perception of the importance on each item).

Table 1.12 Assessment of Institutions (% of "poor")

Enterprise Sector	Predictability of laws and regulations	Clarity	Availability of the laws, regulations and other sources of information on laws	Consistency across different legal documents
Agriculture	0.0	0.0	0.0	0.0
Fishery	0.0	0.0	0.0	0.0
Mineral	0.0	0.0	0.0	0.0
Primary	0.0	0.0	0.0	0.0
Manufacturing	8.2	14.8	3.3	11.5
Electricity power and gas	0.0	0.0	0.0	0.0
Construction	8.3	5.6	2.8	16.7
Secondary	5.5	6.8	2.0	9.4
Hotels and restaurants	0.0	1.6	0.0	3.2
Transportation, storage	0.0	0.0	0.0	10.3
Science and technology	0.0	5.9	5.9	5.9
Education and training	0.0	10.0	10.0	10.0
Personal, community	4.8	0.0	0.0	0.0
Medical and welfare work	0.0	0.0	0.0	0.0
Entertainment and sport	0.0	0.0	0.0	0.0
Real estate	0.0	0.0	0.0	0.0
Business	0.0	0.0	3.7	7.4
Finance and credit service	0.0	16.7	0.0	0.0
Tertiary	0.5	3.4	2.0	3.7
Total	2.6	4.4	2.0	7.0

1) The numbers show the percentage of respondents who answered "poor"

Table 1.13 Assessment of Transport Obstacles (% of major, severe obstacle)

Shipping	Port congestion	Low frequency of vessels calling to the port	Risk of shipping vessels not arriving	Limited direct services to USA and Europe	Cost of shipping from ports in Danang	Small vessels calling to the port
Agriculture	0.0	0.0	0.0	0.0	0.0	0.0
Fishery	0.0	0.0	50.0	50.0	50.0	0.0
Mineral	0.0	0.0	0.0	0.0	0.0	0.0
Primary	0.0	0.0	16.7	16.7	16.7	0.0
Manufacturing	0.0	1.9	1.9	1.9	0.0	0.0
Electricity power and gas	0.0	0.0	0.0	0.0	0.0	16.7
Construction	0.0	0.0	0.0	0.0	0.0	0.0
Secondary	0.0	0.6	0.6	0.6	0.0	5.6
Hotels and restaurants	0.0	0.0	0.0	0.0	0.0	0.0
Transportation, storage	4.0	0.0	12.0	12.0	0.0	0.0
Science and technology	0.0	0.0	0.0	0.0	0.0	0.0
Education and training	0.0	0.0	0.0	0.0	0.0	0.0
Personal, community	0.0	0.0	0.0	0.0	0.0	0.0
Medical and welfare work	0.0	0.0	0.0	0.0	20.0	0.0
Entertainment and sport	0.0	0.0	0.0	0.0	0.0	0.0
Real estate	0.0	0.0	0.0	0.0	0.0	0.0
Business	0.0	0.0	0.0	0.0	0.0	0.0
Finance and credit service	0.0	0.0	0.0	0.0	0.0	0.0
Tertiary	0.4	0.0	1.2	1.2	2.0	0.0
Total	0.3	0.3	1.7	1.7	0.7	0.3

1) The numbers show the percentage of respondents who answered "major obstacle" or "severe obstacle"

Road freight	Road Congestion	Shortage of Trucks	Shortage of Drivers	Increasing Transportation Costs
Agriculture	0.0	50.0	0.0	100.0
Fishery	50.0	50.0	50.0	50.0
Mineral	0.0	0.0	0.0	33.3
Primary	16.7	33.3	16.7	61.1
Manufacturing	6.8	0.0	2.0	13.6
Electricity power and gas	20.0	0.0	0.0	50.0
Construction	11.8	19.4	6.5	42.9
Secondary	12.8	6.5	2.8	35.5
Hotels and restaurants	1.7	0.0	0.0	5.2
Transportation, storage	24.1	3.7	7.7	48.3
Science and technology	6.3	0.0	0.0	12.5
Education and training	0.0	0.0	0.0	33.3
Personal, community	0.0	0.0	0.0	0.0
Medical and welfare work	20.0	0.0	0.0	0.0
Entertainment and sport	0.0	10.0	0.0	10.0
Real estate	0.0	5.3	0.0	10.5
Business	3.8	4.1	4.1	34.0
Finance and credit service	16.7	0.0	0.0	20.0
Tertiary	7.3	2.3	1.2	17.4
Total	6.9	4.2	2.6	22.4

1) The numbers show the percentage of respondents who answered "major obstacle" or "severe obstacle"

Customs	Limited Capacity of Customs Officers and Units	Delay Getting Goods Through Customs	Customs Paperwork Represents a Heavy Burden
Agriculture	0.0	0.0	0.0
Fishery	50.0	50.0	50.0
Mineral	0.0	0.0	0.0
Primary	16.7	16.7	16.7
Manufacturing	1.9	3.7	5.6
Electricity power and gas	0.0	0.0	0.0
Construction	0.0	0.0	0.0
Secondary	0.6	1.2	1.9
Hotels and restaurants	0.0	0.0	0.0
Transportation, storage	0.0	0.0	3.8
Science and technology	0.0	0.0	0.0
Education and training	0.0	0.0	0.0
Personal, community	0.0	0.0	0.0
Medical and welfare work	20.0	20.0	20.0
Entertainment and sport	0.0	0.0	0.0
Real estate	0.0	0.0	0.0
Business	0.0	2.0	2.0
Finance and credit service	0.0	0.0	0.0
Tertiary	2.0	2.2	2.6
Total	1.0	1.6	2.3

1) The numbers show the percentage of respondents who answered "major obstacle" or "severe obstacle"

Airfreight	Airport or Cargo Terminal Congestion	Poor Cargo Facilities	Rough Handling of Cargo	Slow Handling of Cargo	Airfreight Capacity is Limited
Agriculture	0.0	0.0	0.0	0.0	0.0
Fishery	0.0	0.0	0.0	0.0	0.0
Mineral	0.0	0.0	0.0	0.0	0.0
Primary	0.0	0.0	0.0	0.0	0.0
Manufacturing	1.8	0.0	0.0	0.0	1.8
Electricity power and gas	0.0	0.0	0.0	0.0	0.0
Construction	0.0	0.0	0.0	3.4	3.2
Secondary	0.6	0.0	0.0	1.1	1.7
Hotels and restaurants	0.0	1.8	3.6	1.8	0.0
Transportation, storage	0.0	3.7	7.4	0.0	7.4
Science and technology	0.0	0.0	0.0	0.0	0.0
Education and training	12.5	0.0	0.0	0.0	12.5
Personal, community	0.0	0.0	0.0	0.0	4.8
Medical and welfare work	0.0	0.0	0.0	0.0	0.0
Entertainment and sport	0.0	0.0	0.0	0.0	0.0
Real estate	0.0	0.0	0.0	0.0	0.0
Business	1.9	0.0	0.0	0.0	2.0
Finance and credit service	25.0	25.0	25.0	25.0	25.0
Tertiary	3.9	3.0	3.6	2.7	5.2
Total	1.3	1.0	1.6	1.0	2.6

1) The numbers show the percentage of respondents who answered "major obstacle" or "severe obstacle"

Table 1.14 Awareness and Agreement to Environmental City (%)

Enterprise Sector	Awareness of Environment City (%)		Agreement to Environment City (%)				
	Yes	No	Strongly Yes	Yes	So-so	No	Don't know
Agriculture	100	0	100	0	0	0	0
Fishery	100	0	50	50	0	0	0
Mineral	0	100	0	67	0	0	33
Primary	57	43	43	43	0	0	14
Manufacturing	64	36	41	52	0	7	0
Electricity power and gas	67	33	33	50	0	17	0
Construction	78	22	61	28	0	8	3
Secondary	69	31	48	44	0	8	1
Hotels and restaurants	66	34	32	65	0	0	3
Transportation, storage	62	38	45	41	0	7	7
Science and technology	76	24	65	35	0	0	0
Education and training	70	30	40	50	0	10	0
Personal, community	57	43	29	62	0	5	5
Medical and welfare work	100	0	40	60	0	0	0
Entertainment and sport	80	20	60	40	0	0	0
Real estate	50	50	20	75	0	0	5
Business	70	30	37	46	2	7	7
Finance and credit service	83	17	67	33	0	0	0
Tertiary	67	33	38	53	0	3	4
Total	67	33	41	50	0	5	3

Table 1.15 Idea & Images of Environmental City (%)

Enterprise Sector	Ideas & Images of Environmental City (%)										
	Important eco-system is preserved	Well protected against natural disaster	Traditional culture values are preserved	Landscape is properly maintained and renovated	In city is energy efficient	Less air and water pollution	The city is clean and good sanitary conditions are maintained	No traffic congestions and easy to access to destinations	No poor people	No crime and drugs	Other
Agriculture	25	13	13	0	25	0	0	25	0	0	0
Fishery	20	10	20	10	20	10	0	0	0	10	0
Mineral	13	20	0	7	7	13	20	7	0	13	0
Primary	18	15	9	6	15	9	9	9	0	9	0
Manufacturing	13	12	8	10	8	15	14	13	2	5	0
Electricity power and gas	10	3	3	7	10	17	17	17	3	10	0
Construction	11	12	12	9	6	16	14	10	3	5	1
Secondary	12	12	9	10	8	15	15	12	2	5	0
Hotels and restaurants	16	9	7	13	5	17	15	13	1	4	0
Transportation, storage	13	14	13	8	13	12	12	10	2	4	2
Science and technology	10	14	6	13	10	14	14	11	1	8	0
Education and training	16	11	11	9	13	13	11	9	4	2	0
Personal, community	10	12	6	7	8	17	17	15	2	6	0
Medical and welfare work	8	4	8	8	8	16	20	16	4	8	0
Entertainment and sport	13	11	2	13	13	13	13	11	2	11	0
Real estate	8	18	4	7	5	13	16	13	3	11	0
Business	12	12	9	10	9	18	15	11	2	3	0
Finance and credit service	12	8	12	4	4	20	12	8	4	16	0
Tertiary	13	12	8	10	8	16	15	12	2	5	0
Total	13	12	8	10	8	15	15	12	2	5	0

Table 1.16 Priority and Participation / Contribution to Environmental City

Enterprise Sector	Priority				Participation and Contribution to Environmental City (%)					The Way of Participation and Contribution (%)			
	Ensuring environmental quality	Safe for people's health and environment	Preventing environmental pollution and degradation	People have consciousness on environmental protection	Yes, very much	Yes	So-so	No	Don't know	Financial	Manpower	Knowledge/technology	Other
Agriculture	2.5	2.0	2.5	3.0	100	0	0	0	0	50	0	50	0
Fishery	1.0	2.0	3.0	4.0	0	100	0	0	0	50	0	0	50
Mineral	3.0	2.3	2.0	2.7	33	67	0	0	0	50	25	25	0
Primary	2.2	2.1	2.5	3.2	43	57	0	0	0	50	13	25	13
Manufacturing	3.0	2.6	1.9	2.4	59	39	0	0	2	42	32	24	1
Electricity power and gas	4.0	2.5	1.7	1.8	33	67	0	0	0	57	29	14	0
Construction	2.8	1.9	2.5	2.6	56	42	0	3	0	33	23	36	8
Secondary	3.3	2.3	2.0	2.3	56	42	0	1	1	40	29	27	3
Hotels and restaurants	3.2	2.1	1.9	2.8	32	65	2	0	2	36	56	7	1
Transportation, storage	2.9	2.3	2.1	2.7	52	38	3	0	7	26	45	23	6
Science and technology	2.2	2.5	2.4	2.6	53	41	0	0	6	28	17	44	11
Education and training	2.0	2.1	3.1	2.3	70	20	0	0	10	45	45	9	0
Personal, community	3.4	2.4	1.6	2.6	38	62	0	0	0	50	21	21	8
Medical and welfare work	3.6	2.6	1.8	2.0	100	0	0	0	0	60	20	20	0
Entertainment and sport	2.8	3.3	2.0	1.8	40	40	10	10	0	58	25	17	0
Real estate	3.2	2.6	1.7	2.4	20	80	0	0	0	78	13	9	0
Business	3.1	2.1	2.0	2.8	44	52	0	0	4	37	44	19	0
Finance and credit service	1.3	2.4	3.0	3.2	50	50	0	0	0	50	33	17	0
Tertiary	2.8	2.5	2.2	2.5	42	53	1	0	3	42	39	16	3
Total	3.0	2.3	2.0	2.6	47	50	1	1	2	41	35	20	3

1) Scores are calculated by giving weight to each item based on the priority defined by respondents (the total number of respondents is divided by the weighted score, which reflects the respondents' perception of priority on each item).

SURVEY FORMS

ESTABLISHMENT INTERVIEW SURVEY-ENTERPRISES

Form 1: Interview Questions

Form 2: Numerical Questions

ESTABLISHMENT INTERVIEW SURVEY – ENTERPRISES: FORM 1 INTERVIEW QUESTIONS

FOR OFFICIAL USE ONLY

Q1a Name of person in charge of this survey sheet

Interviewer		1			
Supervisor		2			
Coder		3			
Encoder		4			

Q1b Survey Date

Date / Month		Q1b				
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Q1c Questionnaire Control Information

a. ES Zone No.	1			
b. Enterprise No.	2			
c. No. of completed survey forms	3			

I. Background

- Q 2 Name of firm: _____
- Q 3 Address: _____
- Q 4 Telephone: _____
- Q 5 E-mail: _____
- Q 6-a Full Name of Interviewee: _____
- Q 6-b Age: _____ Q 6-c Gender: _____
- Q 7-a Position of interviewee: _____
- Q 7-b Education of interviewee: _____

II. Location, nature and size of principle operating site

- Q 8a What year was the firm originally founded? [_] [_] [_] [_]
- Q 8b What year did your firm originally start operating in Danang (if different from 8a)?
[_] [_] [_] [_]
- Q 9 Where are your principle operating facilities in Danang?
- (No) _____ (Name of street/IZ) _____
- (Phuong/Xa) _____ (Quan/Huyen) _____

Q 10 Location, what kind of area is your principle operating facility located?

1. Industrial zone 2. Industrial cluster 3. Urban residential area 4. Rural residential area 5. Rural area

Q 11 a. Sector, what is the principle sector in which your firm operates in Danang (please select one from the list below)?

1. Manufacturing 2. Construction 3. Hotels and restaurants
4. Transport, storage and communications

b. If you answered 1 in Q11a, please specify what kind of production you are involved in (use international standard industrial codes)? [_] [_] [_] [_]

c. Please estimate what percentage of your sales, from operations in this province results from:

- | | |
|---|-------------|
| 1. Sales within Danang? | _____ % |
| 2. Sales within the central region? | _____ % |
| 3. National sales outside the central region? | _____ % |
| 4. International exports (including provision of services)? | _____ % |
| Total | 100% |

Q 12a. Ownership of business (please select one)

- | | |
|--------------------------|--------------------------------|
| 1. SOE (local) | 6. Private & limited companies |
| 2. SOE (central Gov.) | 7. Foreign |
| 3. JV (SOE/Foreign) | 8. Partnership |
| 4. JV (SOE/domestic) | 9. Collective |
| 5. JV (foreign/domestic) | |

b. If your firm was previously an SOE, when was it equitised? _____

III. Land

Q13 Where is the location of your main facilities or office?

- | | |
|---|---|
| 1. Business property | 4. Household property of a business partner, friend, or relative. |
| 2. Part of my household property | 5. In an industrial zone |
| 3. Inside the compound of an SOE
(specify _____) | 6. In an industrial cluster 7. _____ Other |

Q14 How did you obtain the land that your business sits on?

- | | |
|--------------------------|--|
| 1. I purchased the land | 4. I have an informal arrangement to use the land of another party |
| 2. I inherited the land | 5. Other (specify _____) |
| 3. I am renting the land | |

Q15 If you purchased the land (answered 1 in Q14):

a. What year did you purchase the land? [_] [_] [_] [_]

b. From whom did you purchase the land?

- | | |
|-----------------------------|---------------------------|
| 1. Vietnamese individuals | 5. Provincial authorities |
| 2. Private Vietnamese firms | 6. District authorities |
| 3. Vietnamese cooperatives | 7. Commune authorities |
| 4. Vietnamese SOEs | 6. Other (specify _____) |

Q16 Does the land that your firm currently sits on have any legal documentation?

1. Red book or official land use rights certificate (LURC) 3.No LURC, but not applying for red book
2. Presently applying for a red book 4. Other (specify_____)

Q17 If you are renting the land (answered 3 in Q14), from whom are you leasing?

1. Vietnamese individuals 7. Provincial authorities
2. Private Vietnamese firms 8. District authorities
3. Vietnamese cooperatives 9. Commune/ward authorities
4. Vietnamese SOEs 10. Other (specify _____)
6. Industrial zone

Q18a. To what extent is access to land an obstacle to the development of your firm?

1. No obstacle 2. Minor obstacle 3. Moderate obstacle 4. Major obstacle 5. Severe obstacle

b. If access to land is an obstacle and you answered 2,3,4 or 5 how would your business change if land was easier to obtain? (select all relevant)

1. We would expand plant size
2. We would diversify into new activities requiring more land
3. Our dependence on SOEs would be reduced
4. Other (specify_____)

Q19a. Do you have any plan to expand / relocate your factory? 1. Yes 2. No

b. If yes, what is the most important condition to be met for your new location? (choose one)

1. Better infrastructure services
2. Location where our waste would not cause a pollution problem for others
3. Location which is less polluted
3. Convenience of customers
4. Convenience of employees
5. Convenience of goods distribution
6. Support of local authorities (regulation, services)
7. Cost of operation
8. Others (specify_____)

c. If yes, when do you plan to relocate ?

1. Within a year 2. In 2-3 years 3. 4-5 years 4. after 5 years

d. If yes, where would you like to relocate (give area stating Road or industrial zone, commune, district and province)?

(No)_____ (Name of street/IZ) _____
(Phuong/Xa) _____ (Quan/Huyen) _____
(City/Province) _____

e. If yes, how many m² do you plan to have for land and floor size?

Land: from _____m² to _____m²
Floor size: from _____m² to _____m²

f. If yes, how much can your company accommodate for the new place (choose either purchase or rent)?

(purchase): from _____billion VND to _____billion VND

(rent): from _____million VND/month to _____million VND/month

IV Labour

Q 20 Approximately how many people does your firm employ?

- a. In your principle operating location in Danang? _____ people
- b. If different from a, in Danang? _____ people
- c. If different from a or b, in Vietnam? _____ people
- d. If different from a, b or c, in total? _____ people

Q21 For your principle operating location in Danang please answer the following questions.

a. Please fill out the following table

	2008	2005	2003
No. permanent workers			
% female			
No. temporary workers*			
% female			
Average length of employment (months)			

*Employed for periods of less than 6 months, or employees permanently employed for less than 50% of their time.

b. What proportion of your workforce would you regard as skilled (including management and professional staff)? _____%

c. What percent of your workforce at your establishment have the following education levels?

- a. Some College, University or higher _____%
- b. Completed vocational school _____%
- c. Completed high school _____%
- d. Completed secondary school _____%
- e. Completed elementary school _____%
- f. Uncompleted elementary school _____%
- _____ 100 %

d. What is the highest level of education of the top manager? _____

- a. Some College, University or higher
- b. Completed vocational school
- c. Completed high school
- d. Completed secondary school
- e. Completed elementary school
- f. Uncompleted elementary school

Q22a. What proportion of your workforce are (please estimate if exact figures are not available):

1. KT1	%	5. Unregistered	%
2. KT2	%	6. Don't know	%
3. KT3	%	Total	100%
4. KT4	%		
Total	100%		

b. If some of your workers are in migrants and you answered 3,4 or 5 to question 24a, where do they generally come from (please estimate the proportion)?

1. Quang Nam	%	7. Urban areas	%
2. Hue	%	8. Rural areas	%
3. Quang Ngai	%	Total	100%
4. Binh Dinh	%		
5. Other provinces	%		
6. Don't know where from	%		
Total	100%		

c. Do you provide accommodation for migrant staff? 1.Yes 2. No

d. If yes, how many units? _____ units

Q23a. Labour availability and labour market flexibility, within the last two years, how much time did it take to fill your most recent vacancy through external recruitment for a (please enter N/A if not applicable):

- 1 Skilled technician? _____ weeks
- 2 Production/service worker? _____ weeks

b. Please rate the following labour related issues

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Severe obstacle	Not applicable
1. Availability of skilled labour	1	2	3	4	5	6
2. Availability of unskilled labour	1	2	3	4	5	6
3. Cost of skilled labour	1	2	3	4	5	6
4. Cost of unskilled labour	1	2	3	4	5	6
5. Labour relations	1	2	3	4	5	6

c. Approximately how many man days have you lost in the last year due to:

1. Labour disputes? _____ work days
2. Staff absences? _____ work days

V Infrastructure, services and transport

Q24 How many vehicles do you own?

1. truck
2. van/minibus
3. Bus
4. car

Q25 Assessment of transportation infrastructure

	Very Bad	Bad	So-so	Good	Very Good	Don't know	Not applicable
a. How would you rate vehicle access to your premises?	1	2	3	4	5	6	7
b. How would you rate parking space at your premises for employees?	1	2	3	4	5	6	7
c. How would you rate parking space at your premises for customers?	1	2	3	4	5	6	7
d. How would you rate parking space at your premises for cargo goods?	1	2	3	4	5	6	7
e. Access to customers in the rest of Vietnam ?	1	2	3	4	5	6	7
f. Access to international customers?							7
g. Access to port facilities?	1	2	3	4	5	6	7
h. Availability of public transportation for employees?	1	2	3	4	5	6	7
i. Frequency of public transportation for employees?	1	2	3	4	5	6	7

Q26 Please give your opinion on the following services

		Current Condition					
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Severe obstacle	Not applicable
a. Electricity	1. capacity	1	2	3	4	5	6
	2. Stability	1	2	3	4	5	6
	3. Cost	1	2	3	4	5	6
b. Water Supply	4. quantity	1	2	3	4	5	6
	5. quality	1	2	3	4	5	6
	5. cost	1	2	3	4	5	6
C. Sewerage System	6. capacity	1	2	3	4	5	6
	7. sanitary conditions	1	2	3	4	5	6
	8. cost	1	2	3	4	5	6
d. Telephone	9. capacity	1	2	3	4	5	6
	10. Stability	1	2	3	4	5	6
	11. cost	1	2	3	4	5	6
e. Internet (ADSL)	12. availability	1	2	3	4	5	6
	13. capacity	1	2	3	4	5	6
	14. cost	1	2	3	4	5	6
f. Domestic solid waste collection	15. availability	1	2	3	4	5	6
	16. frequency	1	2	3	4	5	6
	17. cost	1	2	3	4	5	6
g. Industrial solid waste collection	18. availability	1	2	3	4	5	6
	19. frequency	1	2	3	4	5	6
	20. cost	1	2	3	4	5	6

Q27. During how many days last year did your establishment experience the following service interruptions and how long did they last? (Please mention experiences that lasted over 1 hour.)

Issue	No. Days	Average duration	
		Amount	Unit (days or hours)
a. Power outages or surges from the public grid?			
b. Insufficient water supply?			
c. Unavailable mainline telephone service?			
d. Internet?			
e. Transport failures?			

Q28a. Flooding, how often are your premises (including access roads) flooded up to ankles?

- | | |
|-------------------------------------|-----------|
| 1. All the time | 4. Rarely |
| 2. Every time when it rains heavily | 5. Never |
| 3. Sometimes when it rains heavily | |

b. When your premises (including access roads) are flooded, how deep is the water level and how long does it last?

	Normal flooding	The most serious flooding in the past 3 years	The most serious flooding in the past
Water level 1. up to ankles 2. up to knees 3. up to waist 4. more than waist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration of the flood 1. less than half day 2. half day- one day 3. one to three days 4. three to five days 5. more than 6 days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

V Energy use

Q29a. Have you considered adopting energy saving technologies, clean on site energy production technologies, or energy saving practices?

1. Yes 2. No

b. If you answered 'yes' to question b, what sort of technologies/methods have you considered (please select all those that apply)?

1. Biomass (combustion)
2. Bio fuels
3. Biogas
4. Solar panels (photovoltaic cells for power generation)
5. Solar thermal heating (for hot water)
6. Energy efficiency technology (specify _____)
7. Energy efficiency practices (specify _____)
8. Other (specify _____)

c. If no, why not (please select all those that apply) ?

- | | |
|------------------------------------|--|
| 1. Lack of awareness | 5. Very little energy use/not relevant |
| 2. Lack of knowledge | 6. Too expensive to use |
| 3. Not likely to be cost effective | 7. Don't know |
| 4. Not a priority | |

VI Environmental services and waste streams

Q30a. Is your establishment equipped with any facilities that could reduce waste from your activities?

1. Yes 2. No 3. Don't know

b. If yes, please specify:

c. Are you aware of any government regulations dealing with industrial or domestic waste?

1. Yes 2. No

d. If yes, please specify:

_____ -

e. Is your establishment requested to segregate different types of solid waste by the government?

1. Yes 2. No 3. Don't know

f. Is any of your waste recycled?

1. Yes 2.No 3. Don't know

g. If you answered 'yes' to question f, please give details, who recycles the waste? (please select all those that apply)

1. Ourselves 2.Individuals 3.Other enterprises 4. Government 5. Don't know

h. If you answered 'yes' to question f, which waste do they recycle? (please select all those that apply)

- | | |
|------------------------|--------------------------|
| 1. Paper and cardboard | 6. Foodstuffs |
| 2. Plastics | 7. Other organic waste |
| 3. Metals | 8. Other (specify _____) |
| 4. Glass | 9. Don't know |
| 5. Wood | |

Q 31 Have you received any complaints related to your activities concerning the following?

	None at all	Rarely	Sometimes	Frequently	All the time	Don't know
01. Noise	1	2.	3	4	5	6
02. Odor	1	2.	3	4	5	6
03. Air pollution	1	2.	3	4	5	6
04. Solid waste	1	2.	3	4	5	6
05. Soil pollution	1	2.	3	4	5	6
06. Surface water pollution	1	2.	3	4	5	6
07. Ground water pollution	1	2.	3	4	5	6

Q32a. Has your business suffered because of pollution caused by other activities taking place in your area?

1. Yes 2. No 3. Don't know

b. If you answered yes to Q32a, please specify the type of pollution, and obstacle it represents to your business

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Severe obstacle	Effects (please specify all)
01. Noise	1	2	3	4	5	
02. Odor	1	2	3	4	5	
03. Air pollution	1	2	3	4	5	
04. Solid waste	1	2	3	4	5	
05. Soil pollution	1	2	3	4	5	
06. Surface water pollution	1	2	3	4	5	
07. Ground water pollution	1	2	3	4	5	
Effects						
1. Loss of customers		3. Greater input costs		5. Others (please specify in table)		
2. Damage to fixed assets		4. Staff welfare/retention				

VII. Finance

Q33 In 2007 which of the following sources of finance did you use for

- a. Working capital (i.e. inventories, accounts receivable and cash), and
b. New investments (i.e. new land, buildings, machinery and equipment)

	a	b
1. Internal funds or retained earnings	_____ %	_____ %
2. Private commercial banks	_____ %	_____ %
3. State owned commercial banks	_____ %	_____ %
4. International commercial banks	_____ %	_____ %
5. Leasing arrangement	_____ %	_____ %
6. Development Assistance Funds	_____ %	_____ %
7. State budget	_____ %	_____ %
8. Private investment funds	_____ %	_____ %
9. Trade credit (supplier or customer credit)	_____ %	_____ %
11. Equity or sales of shares	_____ %	_____ %
12. Family, friends	_____ %	_____ %
13. Informal sources (e.g. money lenders)	_____ %	_____ %
14. Corporate bonds	_____ %	_____ %
15. Others	_____ %	_____ %

Q34 a Does your establishment currently have a loan from a financial institution? _____

1= Yes 2= No (If No, go to 35)

For the most recent loan....:

b. What year was this loan approved? _____ year

c. Did the loan require collateral or a deposit? _____ 1= Yes 2= No (If No, go to 35)

d. Which of the following were used as collateral....:

1. Land and buildings _____ 1= Yes 2= No

2. Immoveable plant, machinery _____ 1= Yes 2= No

3. Moveable machinery and equipment (e.g. vehicles) _____ 1= Yes 2= No

4. Other tangible assets (e.g. accounts receivable, inventory) _____ 1= Yes 2= No

5. Personal assets of the owner/managers (e.g. house) _____ 1= Yes 2= No

6. Others _____ 1= Yes 2= No

f. What was the approximate value of the collateral required as a % of the loan value?

_____ % (Go to 38)

Q35 What is the reason why you did not have a loan ? _____

- 1. Because you did not apply for a loan.**
- 2. Because the last application for a loan was turned down or still pending (Go to 37)**

Q36 What was the principal reason why you DID NOT apply for a loan ? _____

- 1. Do not need loans.**
- 2. Application procedures for loans are too burdensome.**
- 3. Collateral requirements of loans are too strict.**
- 4. Interest rates are too high.**
- 5. It is necessary to have contacts or give informal payments to get loans.**
- 6. Did not think that it would be approved.**
- 7. Others (Go to 38)**

Q37 What was the principal reason given to you when the application was turned down or still pending? _____

- 1. Lack of accepted collateral (e.g. property not accepted as collateral)**
- 2. Incompleteness of application**
- 3. Perceived lack of profitability of project**
- 4. Bad credit history**
- 5. No credit history**
- 6. Other**

VIII. Business environment

Q38 a. Please tell us if any of the following issues are a problem for the operation and growth of your business. If the issue is a problem, please

Issue	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	Don't know	Not applicable
1. Telecommunications	1	2	3	4	5	6	7
2. Electricity	1	2	3	4	5	6	7
3. Transportation	1	2	3	4	5	6	7
4. Access to land	1	2	3	4	5	6	7
5. Regulatory policy uncertainty	1	2	3	4	5	6	7
6. Tax rates	1	2	3	4	5	6	7
7. Tax administration	1	2	3	4	5	6	7
8. Customs and trade regulation	1	2	3	4	5	6	7
9. Labour regulations	1	2	3	4	5	6	7
10. Skills and education	1	2	3	4	5	6	7
11. Business licensing and operating permits	1	2	3	4	5	6	7
12. Access to financing	1	2	3	4	5	6	7
13. Cost of financing	1	2	3	4	5	6	7
14. Macroeconomic policy	1	2	3	4	5	6	7
15. Corruption	1	2	3	4	5	6	7
16. Crime, theft and disorder	1	2	3	4	5	6	7
17. Anti competitive or informal practices	1	2	3	4	5	6	7
18. Conflict resolution (legal process etc)	1	2	3	4	5	6	7
19. Environmental regulations	1	2	3	4	5	6	7
20. Other (specify)	1	2	3	4	5	6	7

b. Among all of the above alternatives please indicate which one constitutes:

1. The biggest obstacle _____
2. The second biggest obstacle _____

**Q39 Of the following list please tell us which improvements would most benefit your business?
Please choose up to 3 alternatives and indicate why they are a problem.**

Infrastructure	Level of importance (1 -3)	For the 3 areas chosen please indicate why they are a problem for you (please check all those that apply)?				
		Limited availability/ not available in your location	Poor physical quality (not well maintained)	Poorly managed Long delays/slow service	Slow because of time consuming procedures	Service too expensive
1. National roads						
2. Inter provincial roads						
3. Bridges						
4. Railways						
5. Seaports						
6. Airports						
7. Electricity						
8. Water						
9. Telephone						
10. Internet						

Q40 In the past five years there have been many changes in the legal and regulatory environment for businesses, how would you rate the following?

	Poor	Neutral	Good	Don't know
1. Predictability of laws and regulations	1	2	3	4
2. Clarity	1	2	3	4
3. Availability of the laws, regulations and other sources of information on laws	1	2	3	4
4. Consistency across different legal documents	1	2	3	4

Q41 Based upon the most recent experience of your establishment in 2007 and 2008....

	Was this requested? (1.Yes, 2.No)	How many days did it take (from application to receipt)?	Was gift or informal payment ever expected or received? (1.Yes, 2.No)
1. A mainline telephone connection			
2. An electrical connection			
3. A water connection			
4. A construction permit			
5. An import license			
6. Main operating license			
7. A loan form SOCB			
8. Land use certificate			
9. Investment incentives			

Q42 Please indicate the degree of obstacle the following logistical issues present for your enterprise.

	Issue	No obstacle	Minor obstacle	Mode-rate obstacle	Major obstacle	Very severe obstacle	Don't know	Not applicable
	Shipping							
1	Port congestion	1	2	3	4	5	6	7
2	Low frequency of vessels calling to the port	1	2	3	4	5	6	7
3	Risk of shipping vessels not arriving	1	2	3	4	5	6	7
4	Limited direct services to USA and Europe	1	2	3	4	5	6	7
5	Cost of shipping from ports in Danang	1	2	3	4	5	6	7
6	Small vessels calling to the port (insufficient capacity)	1	2	3	4	5	6	7
	Road freight							
7	Road congestion	1	2	3	4	5	6	7
8	Shortage of trucks	1	2	3	4	5	6	7
9	Shortage of drivers	1	2	3	4	5	6	7
10	Increasing transportation costs	1	2	3	4	5	6	7
	Customs							
11	Limited capacity of customs officers and units	1	2	3	4	5	6	7
12	Delay getting goods through customs	1	2	3	4	5	6	7
13	Customs paperwork represents a heavy burden	1	2	3	4	5	6	7
	Airfreight							
14	Airport or cargo terminal congestion	1	2	3	4	5	6	7
15	Poor cargo facilities	1	2	3	4	5	6	7
16	Rough handling of cargo	1	2	3	4	5	6	7
17	Slow handling of cargo	1	2	3	4	5	6	7
18	Airfreight capacity is limited	1	2	3	4	5	6	7

Q43 Do you know Danang city has made the plan up to 2020 on making Danang city as “an environmental city”?

- Yes No

Q44 Do you agree to this direction?

- Strongly Yes Yes So-so No Don't know

Q45 What are your ideas and images on Environmental City? Please select most important aspects (maximum 5) from the following:

- important eco-system is preserved (forests, vegetation, corals, animals, fish, etc.)
- well protected against natural disaster (typhoon, flood, landslide, etc.)
- traditional cultural values are preserved
- landscape in the coast, mountain, urban and rural areas are properly maintained and renovated
- the city is energy efficient
- less air and water pollution
- the city is clean and good sanitary conditions are maintained
- no traffic congestions and easy to access to destinations (offices, schools, markets, etc.)
- no poor people (homeless and unemployed)
- no crime and drugs
- other (please specify: _____)

Q46 According to you, which following objectives should be stressed on to make Danang city as an “environmental city”? Grading by priority order, 1 grade for the top priority and descending)?

- Ensuring environmental quality (soil, water, air)
- Safe for people's health and environment.
- Preventing environmental pollution and degradation, having capacity for treating and solving environmental problems
- People have consciousness on environmental protection and making Danang city as an environmental city
- Other

Q47 Are you willing to participate and contribute to make Danang City as a notable environmental city in Vietnam and Asia?

- Yes, very much Yes So-so No Don't know

Q48 If Yes in what way do you want to participate and contribute?

- financial
- manpower
- knowledge/technology
- other (please specify: _____)

Q49 Please state any other opinions which relates to the vision of making Danang as a prime Environmental City.

ESTABLISHMENT INTERVIEW SURVEY – ENTERPRISES: FORM 2 NUMERICAL QUESTIONS

(This form should be filled out by enterprise personnel after being explained by the interviewer, the interviewer will return at a mutually agreed time to collect this completed form)

FOR OFFICIAL USE ONLY

Q50 Questionnaire Control Information

b. Enterprise No.

2

I. General

Q51 What is the registered capital of your firm? _____ million VND

Q52 What is the annual revenue of your Danang operations? _____ million VND

Q53 What is the value of fixed assets of your Danang operations? _____ million VND

II. Land

Q54 Area

a. How much land does your business have for operations in Danang? _____ m²

b. How much of that land is for:

- | | |
|---------------------------------|----------------------|
| 1. Production/service provision | _____ m ² |
| 2. Office space | _____ m ² |
| 3. Storage | _____ m ² |
| 4. Access | _____ m ² |
| 5. Vehicle parking | _____ m ² |
| 6. Accommodation of staff etc | _____ m ² |

b. How much rent do you pay?)? _____ million VND/month

III. Energy and services

Q55 Please give current costs for the following services

Service	Cost (1,000 VND)		
	Per unit	Unit of measure	per month (Average)
1. Electricity			
2. Water Supply			
3. Sewerage System			
4. Telephone			
5. Internet (ADSL)			
6. Domestic solid waste collection			
7. Industrial solid waste collection			

Q56 What share of your firm's water supply do you get from:

1. Municipal/public sources? _____%

2. Your own well or a shared well/bore hole? _____%

3. Purchased from private vendors _____%

Q57a What main energy sources do you use (if not already specified, please specify the spaces given)

Energy use	Energy source	Amount/month	Unit	Cost (1,000 VND/unit)
1. Electricity (grid)				
2. Electricity (generated on site, i.e. please state the type of generator diesel, gasoline etc)				
3. Fuel for transportation	Gasoline			
	Diesel			
4. On site combustion (heating, cooking etc.)				
Other energy uses (specify below)				
5.				
6.				
7.				
Source 1. Heating oil 2. Kerosene 3. Diesel 4. Gasoline 5. Coal and coal briquettes 6. Coke 7. Wood 8. Charcoal 9. Other biomass for combustion	11. Natural gas (propane, butane, LPG) 12. Biogas 13. Solar photovoltaic cells 14. Solar heating			
			Units 1. Kwh 2. Unit (standard unit) 3. Litres 4. Tons 5. M ³ 6. Kg 7. Other (specify _____) 8. Other (specify _____)	

b. What proportion of your costs does energy use represent (approx)? _____ %

Q 58 What are your main waste streams? (please select all that apply)

1. Waste water
2. Solid waste
3. Ariel pollutants
4. Other liquid pollutants

Q59 For each waste stream you identified in Q51 please indicate the waste stream, the source of the waste, the estimated amount produced/month, any treatment of the waste and the cost of treatment (use the blank cells to indicate other sources of waste, amount produced per month)

Waste stream	Source	Amount/month (if don't know enter D/K)	Units	Treatment	Unit fee/cost for disposal and treatment (000 VND)
1. Waste water	Sewage				
2. Other liquid waste					
3. Solid waste	Food waste				
4. Ariel pollutants	Onsite combustion				
Units					
1.Litres	3.M ³	5.Other (specify_____)			
2.Tons	4.Kg	6.Other (specify_____)			

IV. Logistics – for manufacturing enterprises only

Q60a. Main inputs

Item	Quantity (/month)		Where from (multiple answers are allowed)
	amount	unit	
			1. Foreign 2. Domestic (except Danang) 3. Local (Danang)
			1. Foreign 2. Domestic (except Danang) 3. Local (Danang)
			1. Foreign 2. Domestic (except Danang) 3. Local (Danang)
			1. Foreign 2. Domestic (except Danang) 3. Local (Danang)
			1. Foreign 2. Domestic (except Danang) 3. Local (Danang)
			1. Foreign 2. Domestic (except Danang) 3. Local (Danang)
			1. Foreign 2. Domestic (except Danang) 3. Local (Danang)

b. How much do you expect your input requirements to expand over the coming years (where current volume is 100)?

1. In 3 years _____
2. In 5 years _____

Q61a. Main outputs

Item	Quantity (/month)		Where to (multiple answers are ok)
	amount	unit	
			1. Foreign 2. Domestic (except Danang) 3. Local (Danang)
			1. Foreign 2. Domestic (except Danang) 3. Local (Danang)
			1. Foreign 2. Domestic (except Danang) 3. Local (Danang)
			1. Foreign 2. Domestic (except Danang) 3. Local (Danang)
			1. Foreign 2. Domestic (except Danang) 3. Local (Danang)
			1. Foreign 2. Domestic (except Danang) 3. Local (Danang)
			1. Foreign 2. Domestic (except Danang) 3. Local (Danang)

b. How much do you expect your output volume to expand over the coming years (where current volume is 100)?

1. In 3 years _____
2. In 5 years _____

Q62 What percentage of the value of your average cargo consignment is lost while in transit due to breakage, theft, or spoilage? _____ % of consignment value

Q63 Does cross border trade play an important role for your company?

1. Yes 2. No

Q64 If you export goods internationally by sea, which ports do you send most of your goods through in order of priority?

1. _____

2. _____

3. _____

Q65 Is the frequency with which you are able to ship goods out of each of these ports adequate for your needs? (enter either, 1. Yes 2. No for each)

1. __ 2. __ 3. __

Q66 Is the feeder service connecting the central ports to the larger ports in the north and south enough?

1. Yes 2. No

