



# TỌA ĐÀM TRỰC TUYẾN | WEBINAR

Cảm nhận và trải nghiệm của người dân về một số biện pháp ứng phó với đại dịch COVID-19 của các cấp chính quyền: Kết quả khảo sát qua điện thoại Vòng 2, năm 2021

Citizens' Opinions of and Experiences with Government Responses to COVID-19 Pandemic in Viet Nam: Findings from Round 2 Phone-Based Survey, 2021

Ha Noi, 7/12/2021



English: <https://www.facebook.com/papivn>

Tiếng Việt: <https://www.facebook.com/undpvietnam>



# Introduction



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# Context

- Dual objectives: COVID-19 prevention and economic growth
- **Delta variant surge**
- **High COVID-19 rates in epicenters**
- Low base rates of vaccination during the survey period
- Strick restrictive measures (lockdowns, curfews, school closures; barricades)
- Fragmented approaches to COVID-19 response at the provincial level
- Adverse socio-economic impacts: negative growth rate in Q3; migrants leaving heavily-hit pandemic centers (HCMC, Binh Duong, Dong Nai, etc.)
- Government COVID-19 cash aid package kicked off



Photo credits: Hieu Tran





# Research objectives



4<sup>th</sup> COVID -19 wave's  
impact on citizens' well-  
being

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Citizens' assessment of  
the government's  
responses to the  
pandemic

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Citizens' assessment of  
local government's  
public services during  
the pandemic

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Citizens' preferences  
and suggestions

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# Research methods



Phone based survey



Sep. 17<sup>th</sup> to Oct 15<sup>th</sup>, 2021



Sampling frame: respondents with phone numbers from 2019 PAPI survey



1,501 respondents from all 63 provinces  
(including 1,142 respondents from Round 1)

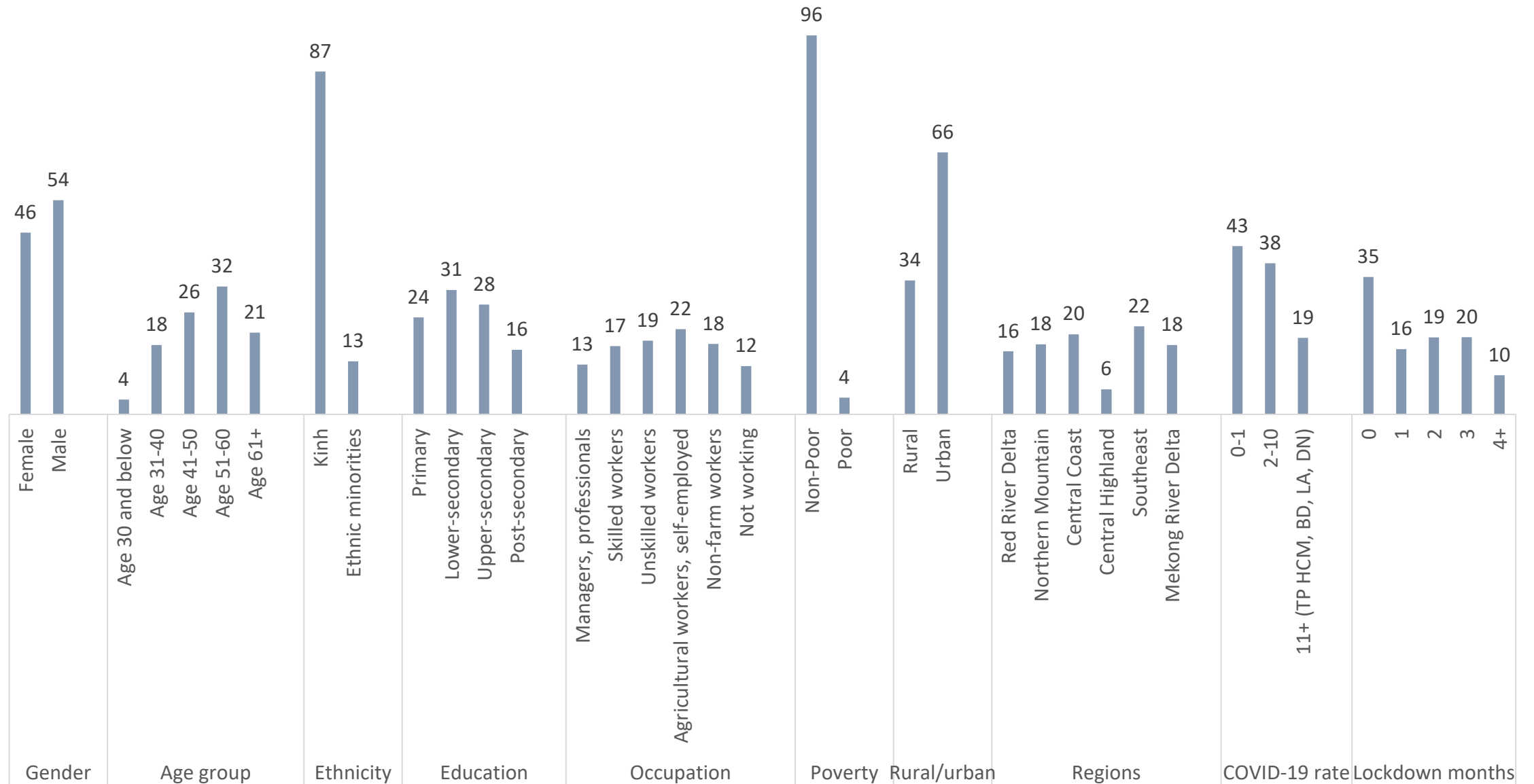


Limitations: Respondents holding permanent residence statuses. Migrants excluded





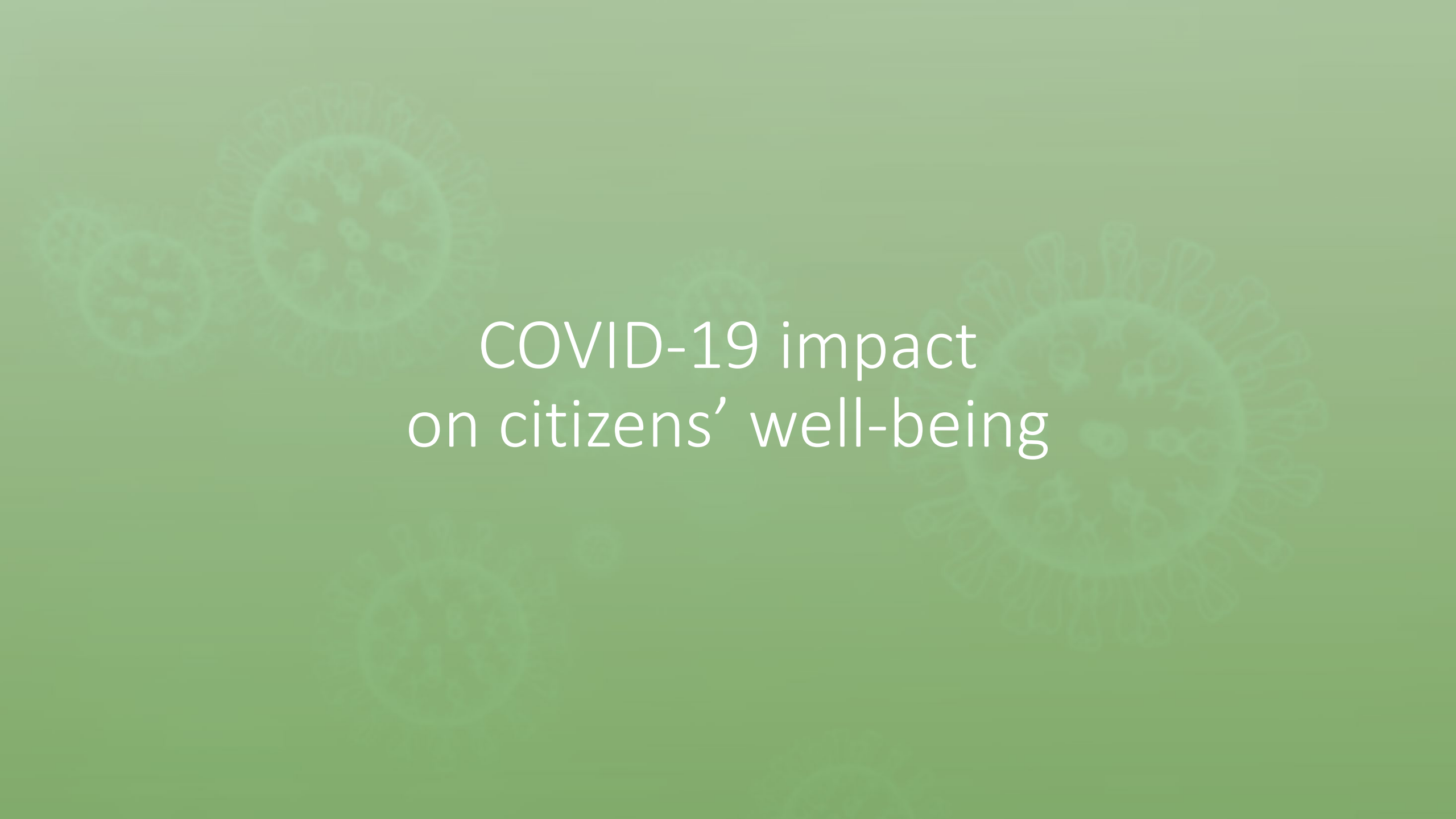
# Survey sample





# Key Findings



The background is a solid green color with a subtle gradient. Several faint, light-green icons of the COVID-19 virus are scattered across the page. These icons are circular with a textured surface and a ring of small protrusions around the perimeter, representing the characteristic shape of the virus.

# COVID-19 impact on citizens' well-being



# COVID-19 impact assessment, 2020 vs. 2021

Could you please indicate impact of COVID-19 for these following items/groups? (%)



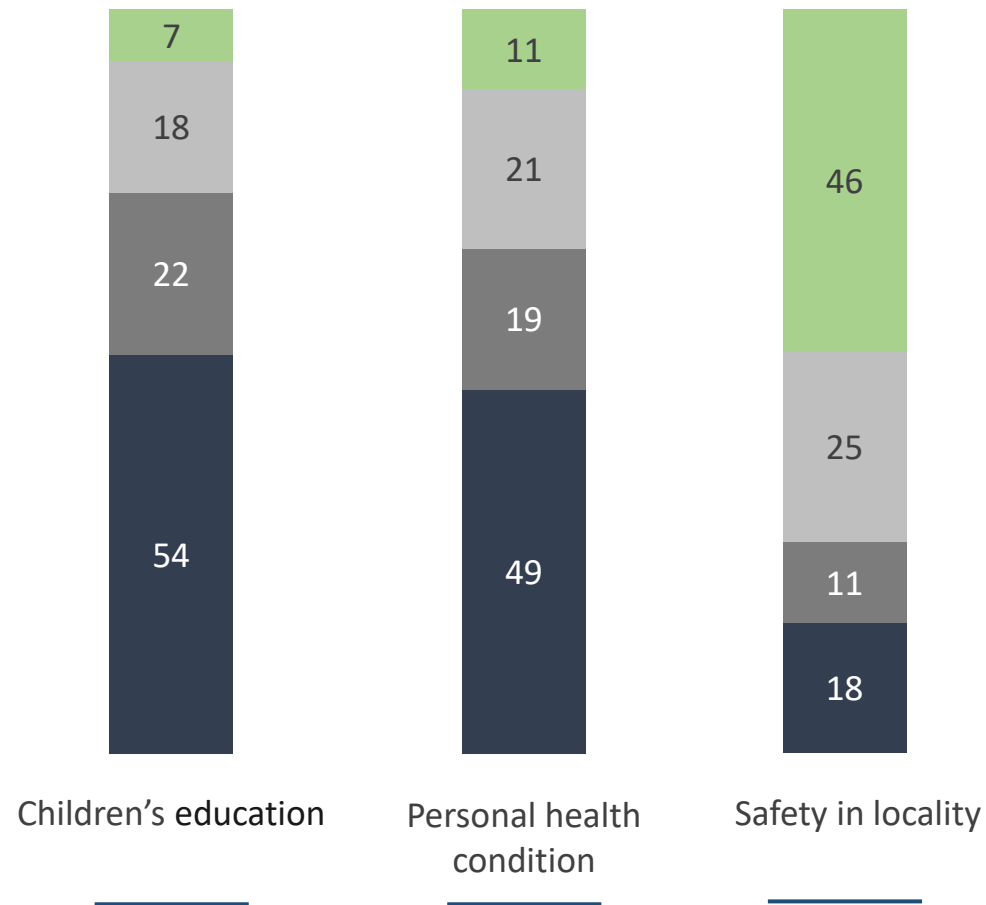
More respondents saw negative and very negative impact of COVID-19 on Viet Nam, themselves & their families, and their business in 2021 than in 2020.



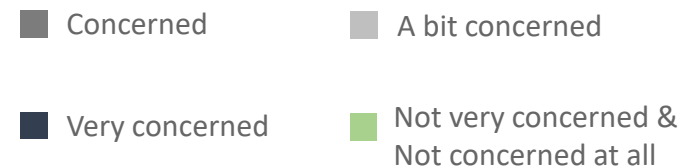


# Concern about COVID-19 impact

How concerned are you about the impact of the COVID-19 pandemic on the following matters? (%)



- ✓ A majority of respondents were either Concerned or Very Concerned about
  - their Children's Education (76%)
  - their Health (68%)
- ✓ Children's Education received the highest rate of Very Concerned (54%)





# COVID-19 impact on employment and income (1)

24%

## Job loss

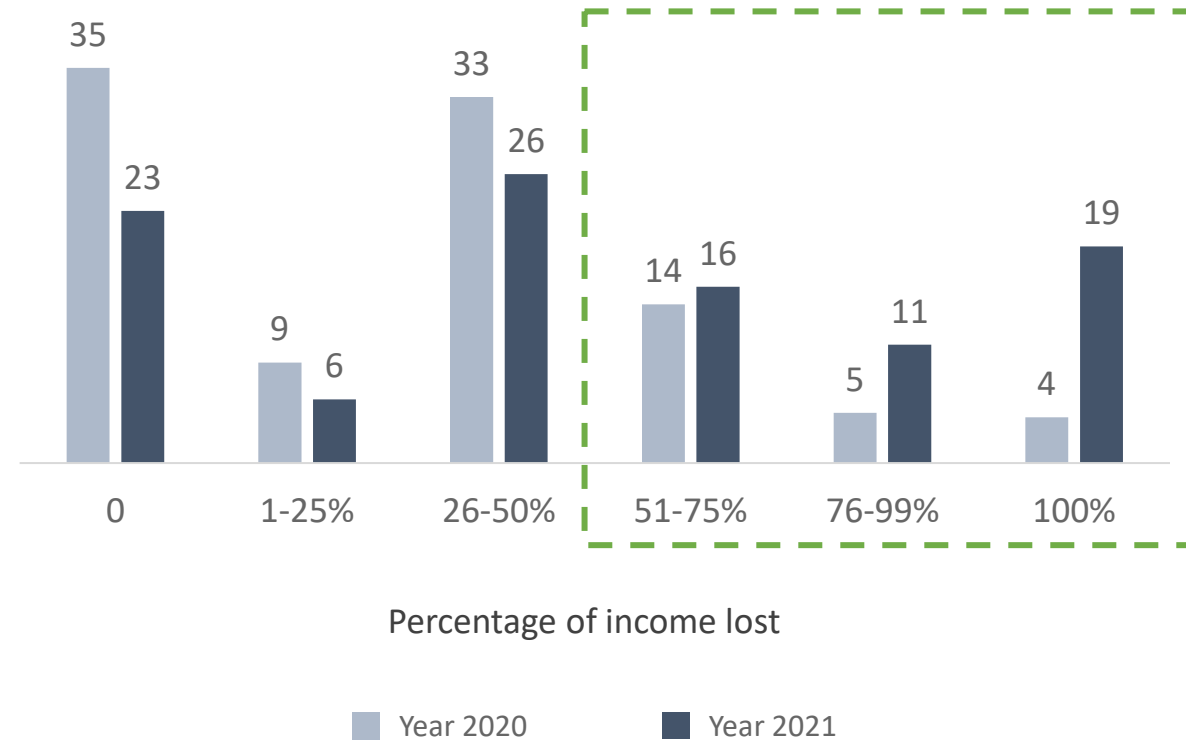
Same as in 2020

77%

## Income reduction

Significantly higher than the 2020 figure (65%)

How much had your personal income reduced due to COVID-19? (%)





# COVID-19 impact on employment and income (2)

- ✓ **Service and agriculture** sectors had the highest level of job loss (30%) and income loss (91%)
- ✓ **Unskilled and non-farm workers, the poor** were the most affected
- ✓ Respondents with lower education levels and at middle ages (41-50) suffered more

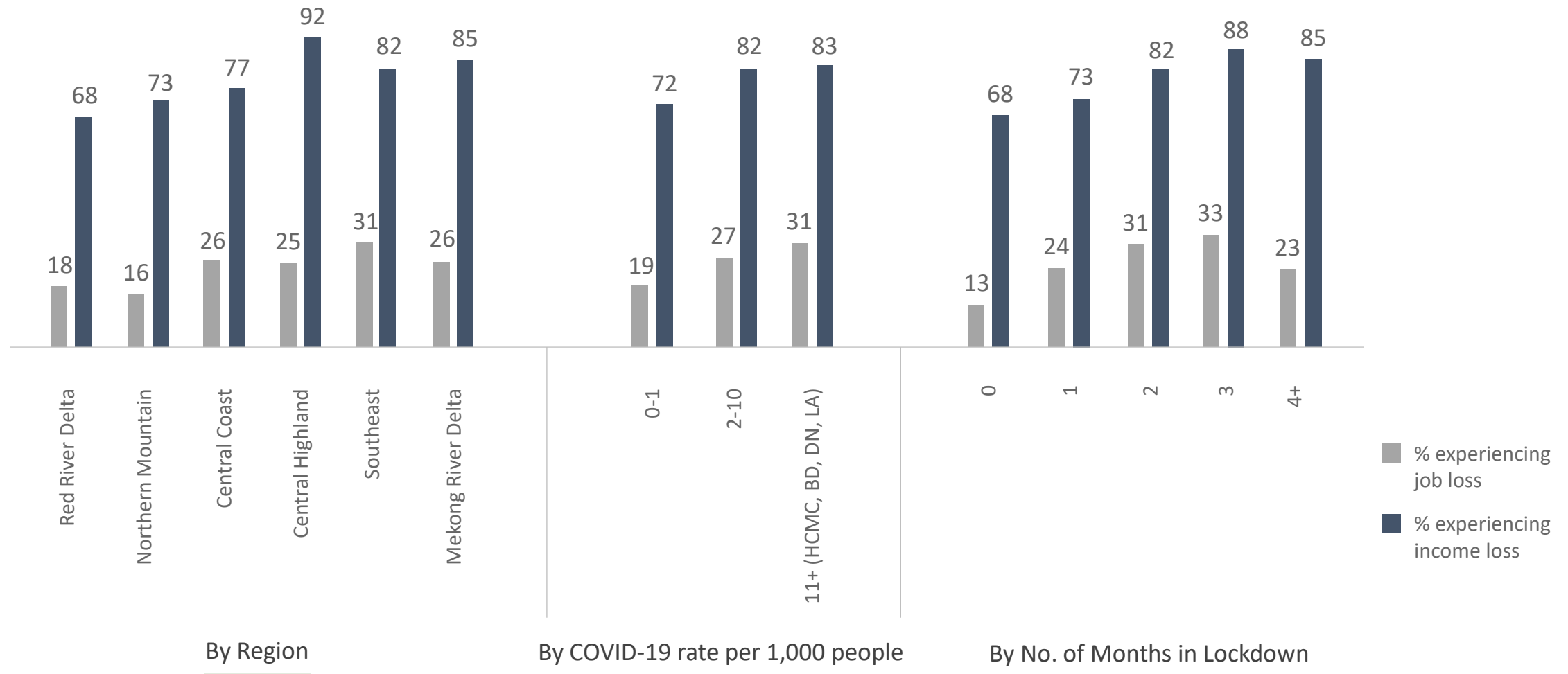
**24%** Job loss (%)

Income loss (%) **77%**





# COVID-19 impact on employment and income (3)





# Alternative personal ways in response to income loss



**67%**

Reduced consumption of non-essentials



**59%**

Reduced consumption of essentials



**35%**

Used private savings



**20%**

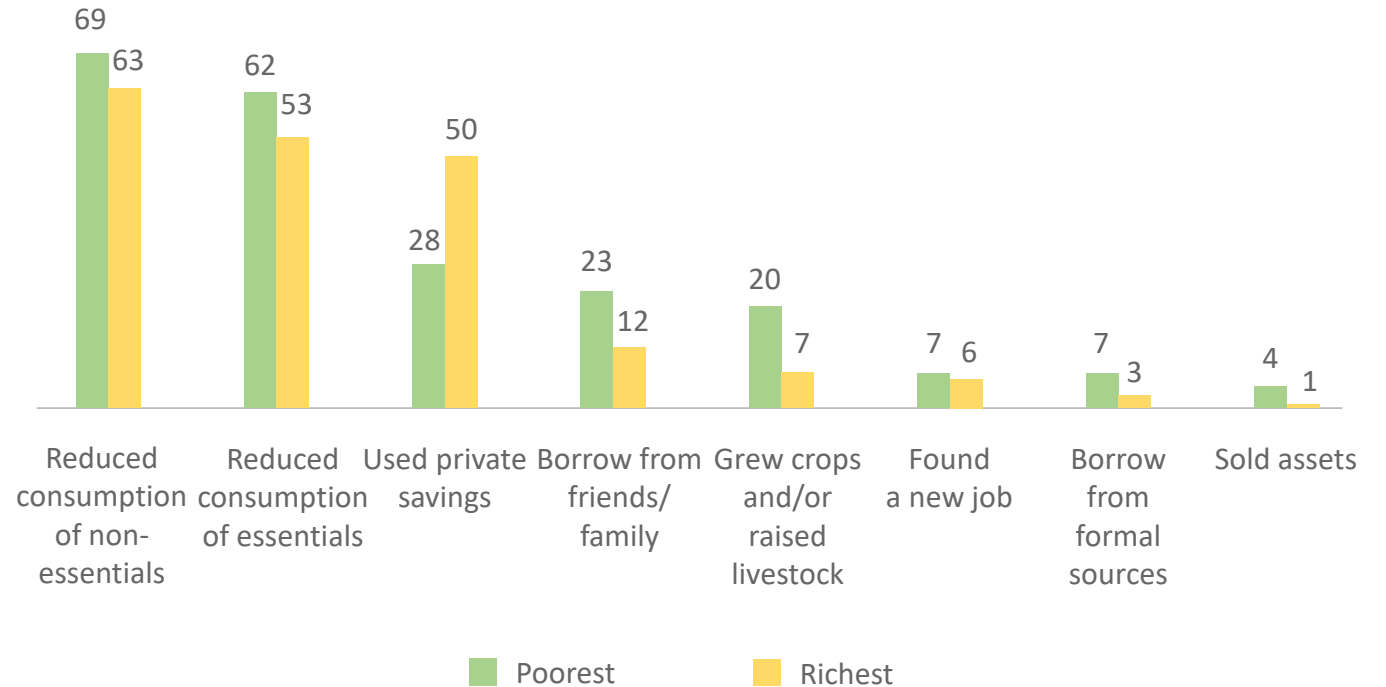
Borrowed from friends/family



**12%**

Grew crops and/or raised livestock

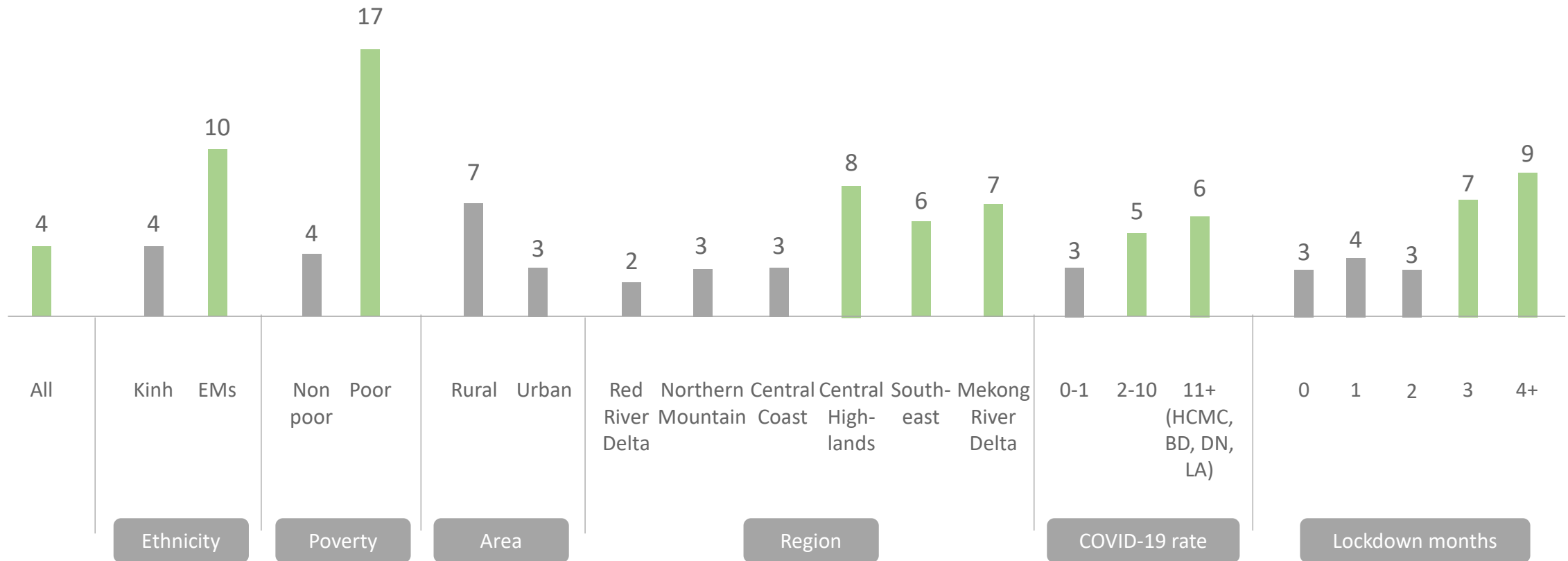
How did your household respond to the lost income? (%)





# Lack of money to afford daily meals

Since early August this year, did you have to skip meals due to the lack of money to buy food? (%)







# Summary of COVID-19 impacts

- COVID-19 causing **more severe impact in 2021** than in 2020.
- Respondents across different demographic groups showing **great concern about their personal health and their children's education.**
- **Greater negative impact on employment and income**, especially for the poor, ethnic minorities, unskilled, non-agricultural self-employed laborers, those work in the service sector and those living in longer lockdown periods.



Photo credits: Unsplash.com



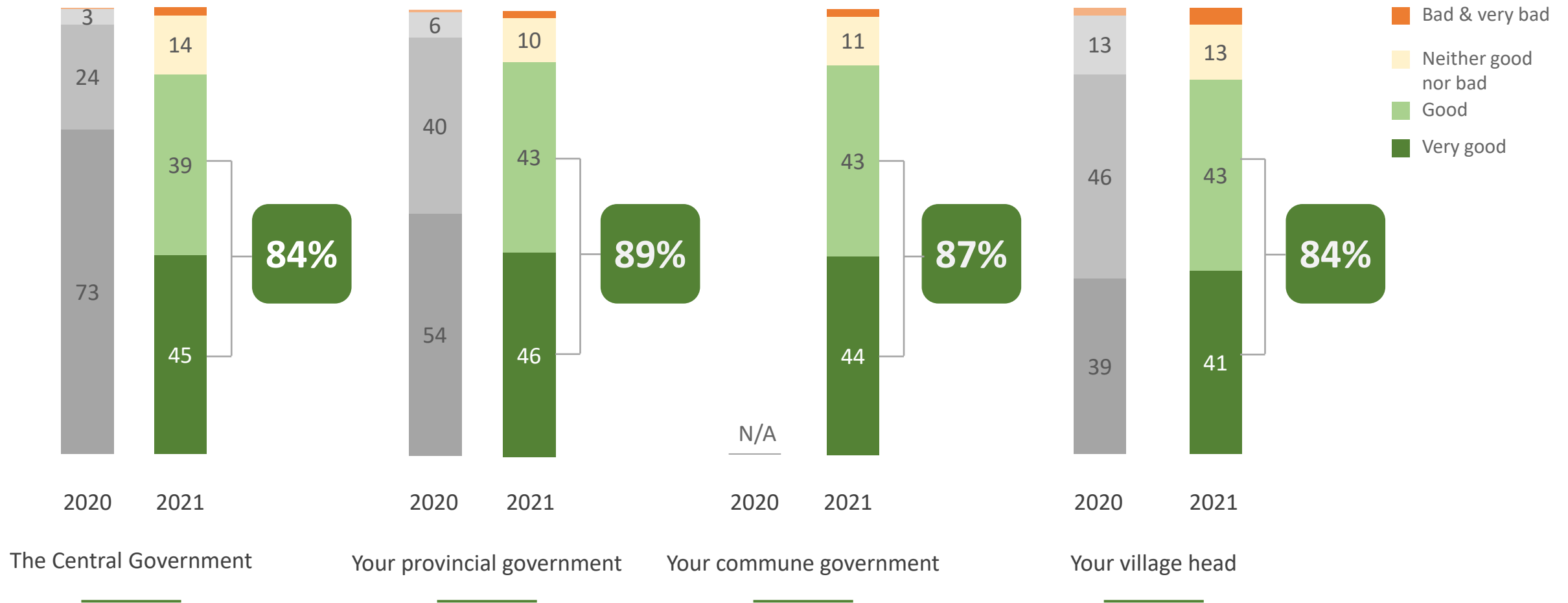
The background is a solid green color with several faint, stylized virus-like particles scattered across it. These particles are circular with a textured surface and a ring of small protrusions around the perimeter, resembling coronaviruses.

# Citizens' assessment of government responses



# Assessment of COVID-19 response by level of government

Rating of the performance of governmental bodies in handling the COVID-19 pandemic, 2020-2021 (%)

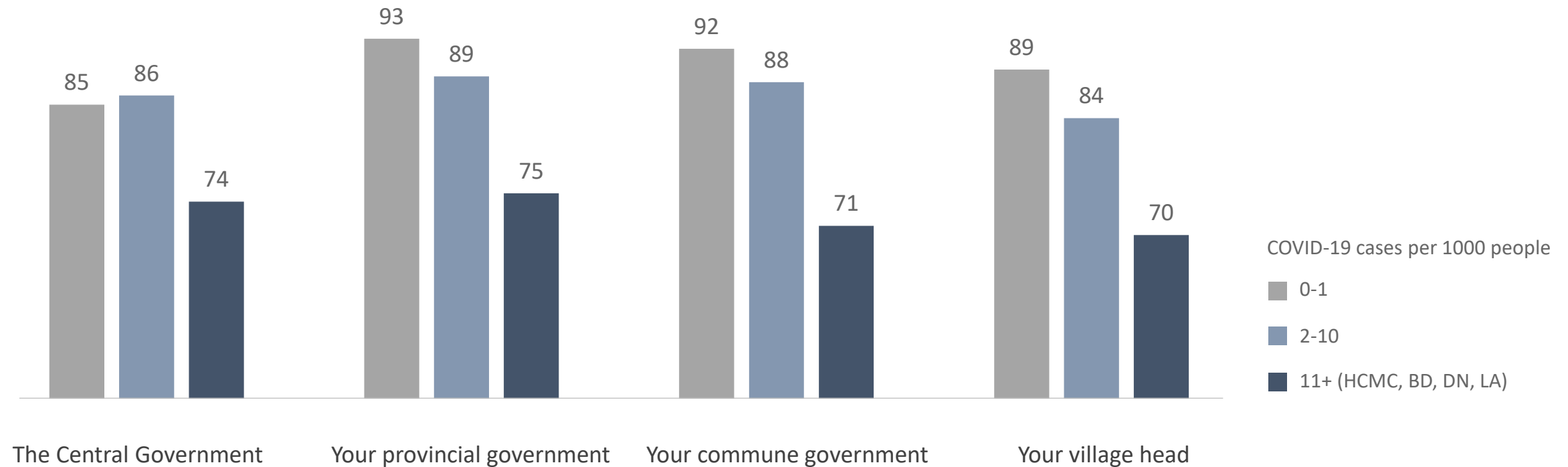




# Assessment of COVID-19 response by level of government

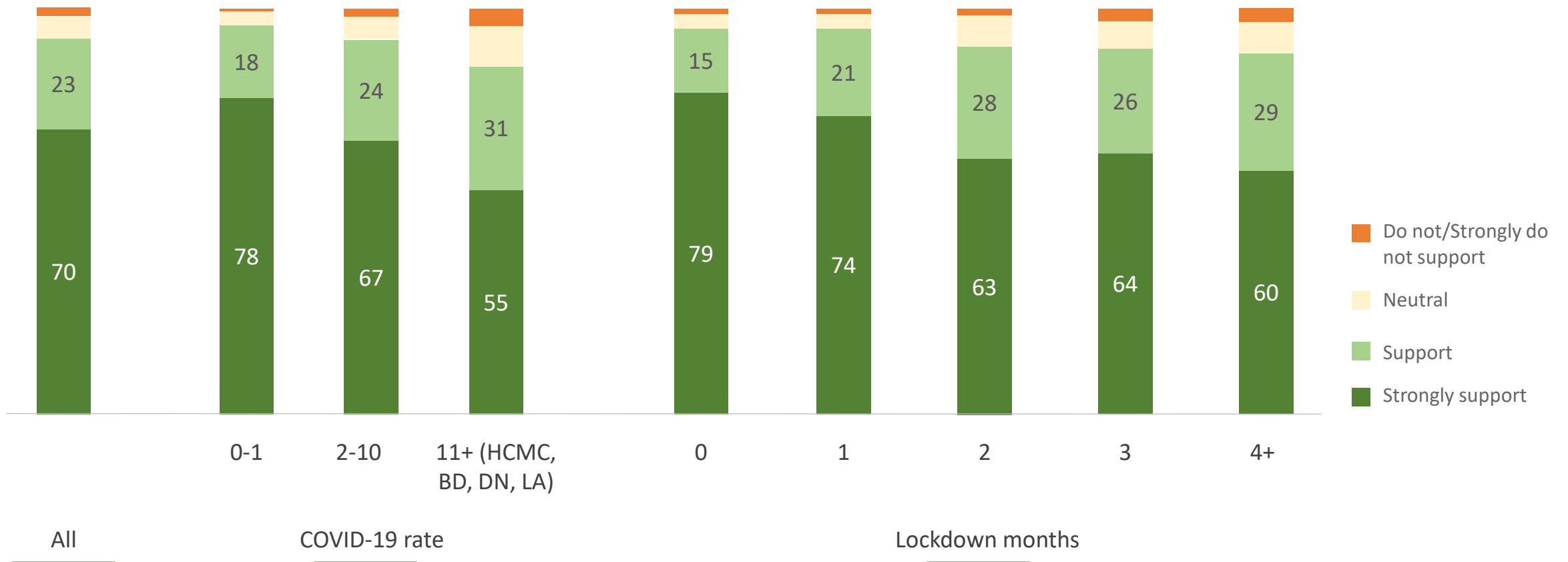
Disaggregated by number of COVID-19 cases per 1,000 people

Share of respondents having positive assessments (good & very good) about the government performance in handling COVID-19 (%)





# Level of support for strict restrictions (full lockdowns & curfews) applied in heavily-hit epicenters





# Support for application of Directive 16 in own province

Do you support for the actions below if your province ever applies Government's Directive 16 to prevent and minimize the impact of COVID-19? (%)



**100%** Strictly supervising mask mandates



**97%** Restricting mobility/travel freedoms



**96%** Providing open market access appointment slips



**96%** Involving the police & military force



**95%** Applying curfews



**84%** Requesting schools to teach & study online



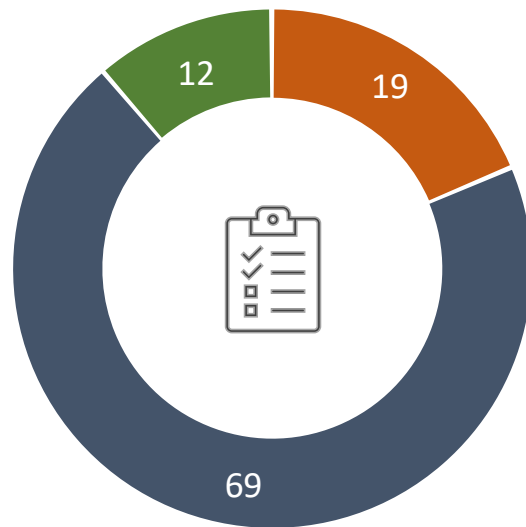
**77%** Closing all open/wet markets





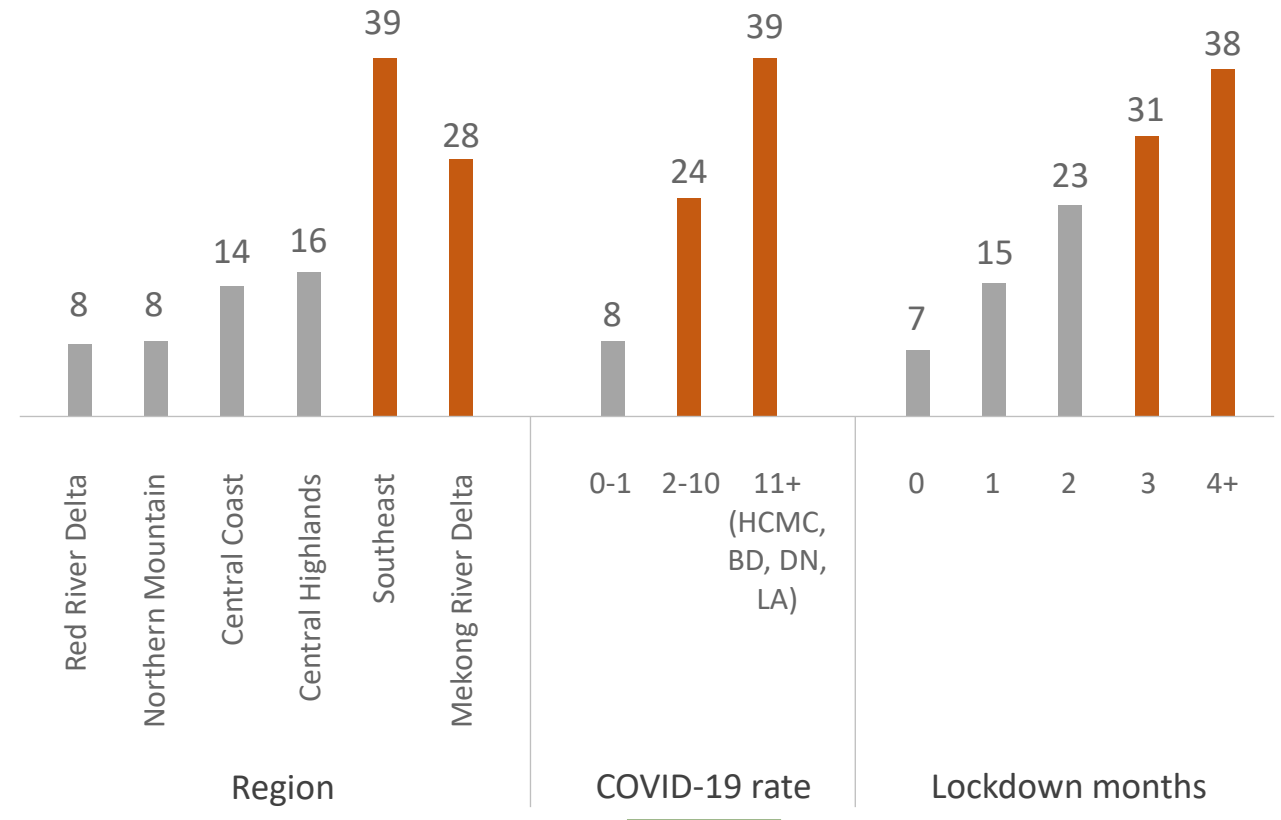
# Timeliness in provincial government response to COVID-19 Wave 4

Timeliness of provincial government's response to COVID-19 Wave 4 (%)



Too abrupt Timely Well in advance

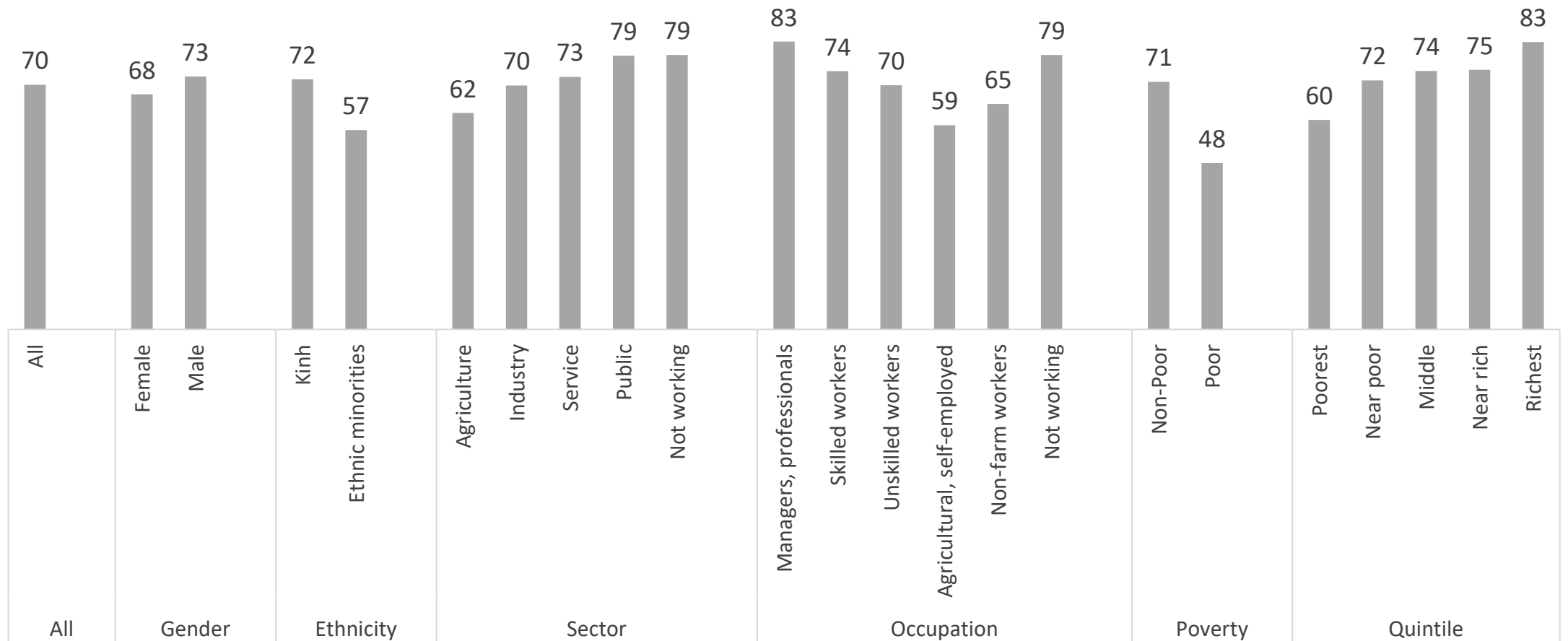
Percentage of respondents reporting that provincial government's response to COVID-19 Wave 4 is "too abrupt" (%)





# Heard about Government's 26 trillion VND aid package (1)

Did you ever hear about the Government's 26 trillion VND package to support citizens facing difficulties due to COVID-19 this year? (%)

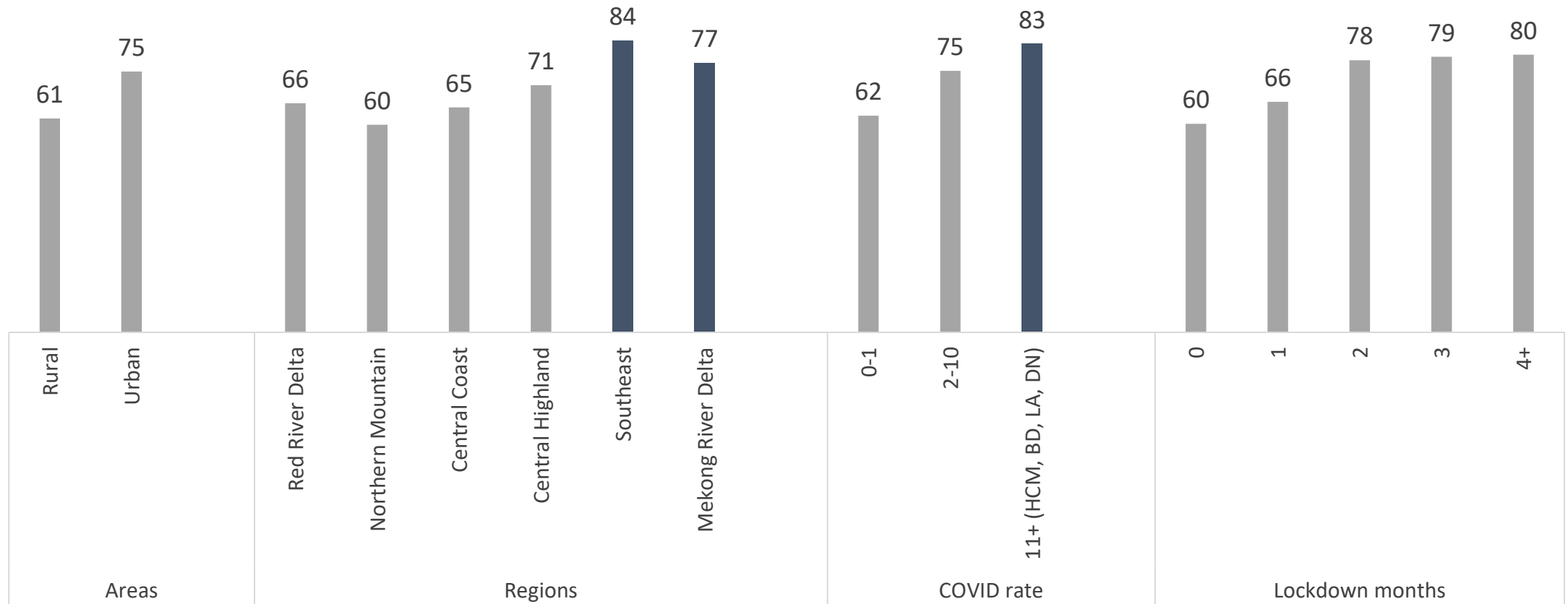






# Heard about Government's 26 trillion VND aid package (2)

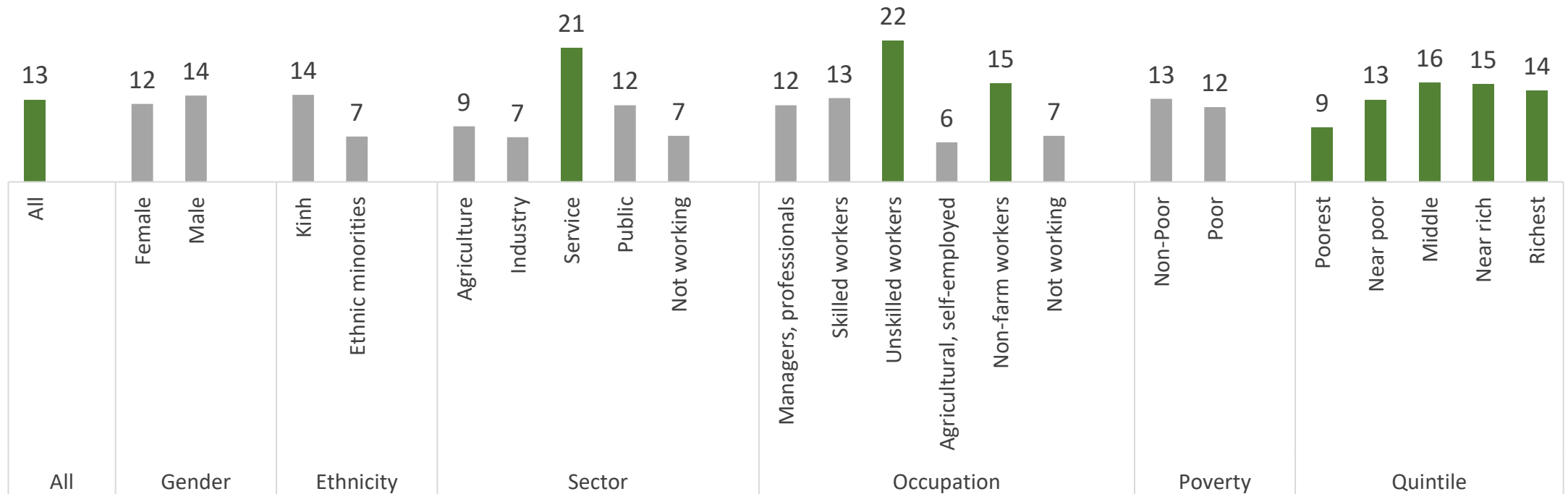
Did you ever hear about the Government's 26 trillion VND package to support citizens facing difficulties due to COVID-19 this year? (%)





# Targets of Government's 26 trillion VND aid package (1)

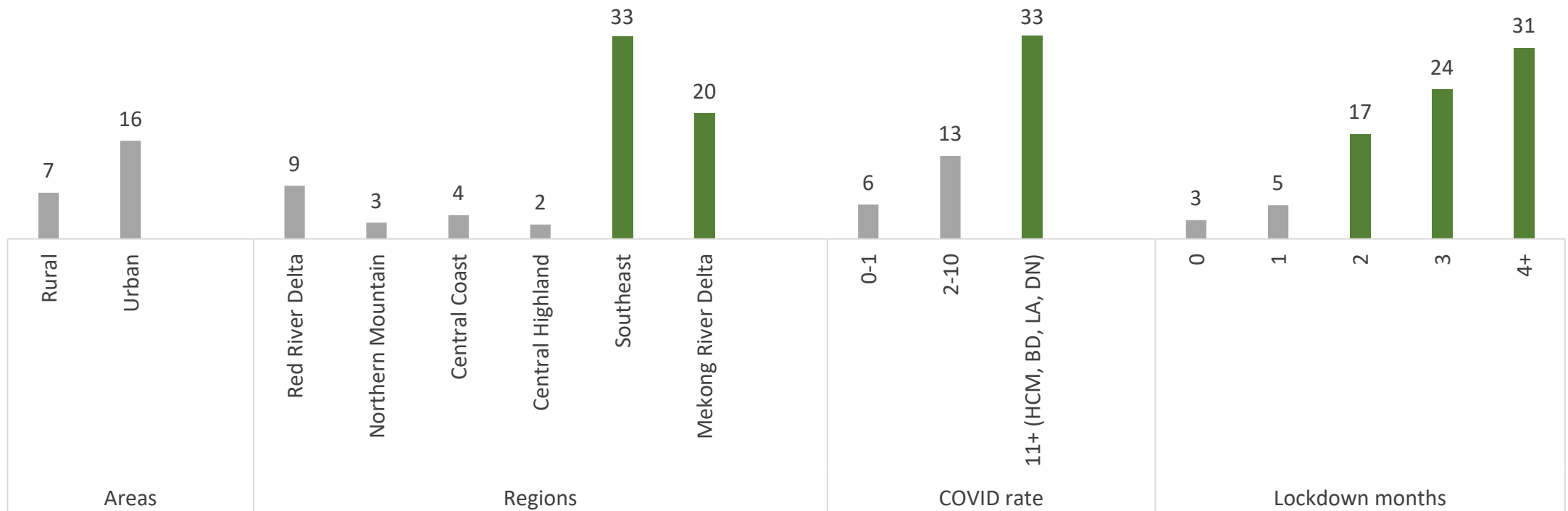
Did your household receive the support from the Government's 26 trillion VND package this year? (%)





# Targets of Government's 26 trillion VND aid package (2)

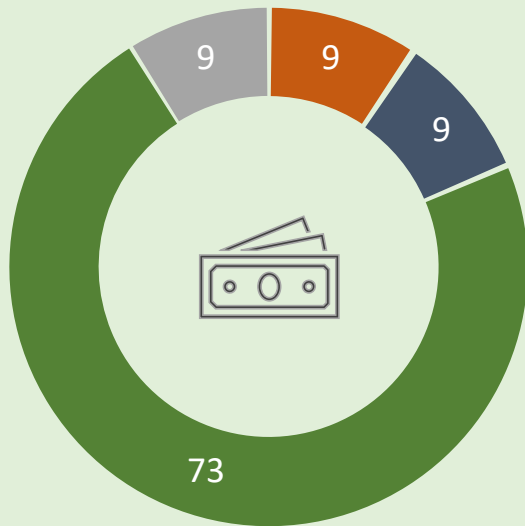
Did your household receive the support from the Government's 26 trillion VND package this year? (%)



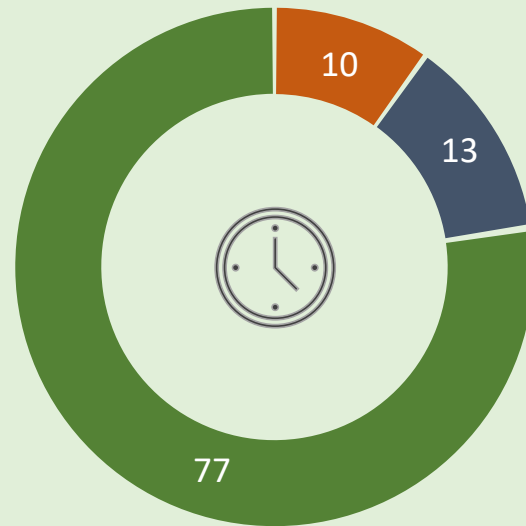


# Assessment of Delivery of Government's 26 trillion VND aid package

Received the support amount as informed in the policy (%)

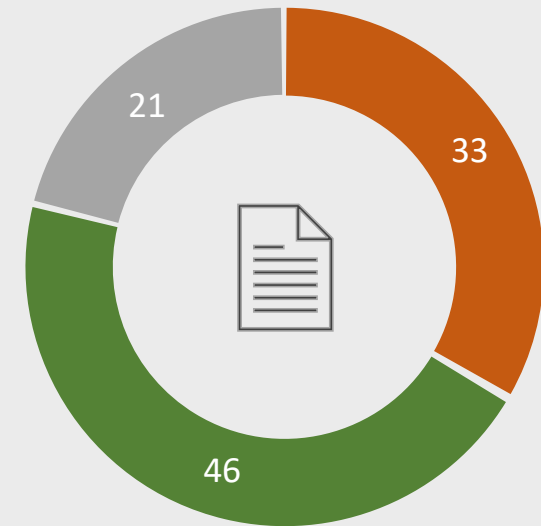


Financial support was distributed in a timely manner (%)



■ Correct ■ Somehow correct ■ Incorrect ■ Don't know

Procedures to receive the aid package was simple (%)



■ Yes ■ No ■ Don't know





# If not Government's 26 trillion VND aid package, then what?

Have you got any support from other sources? (%)

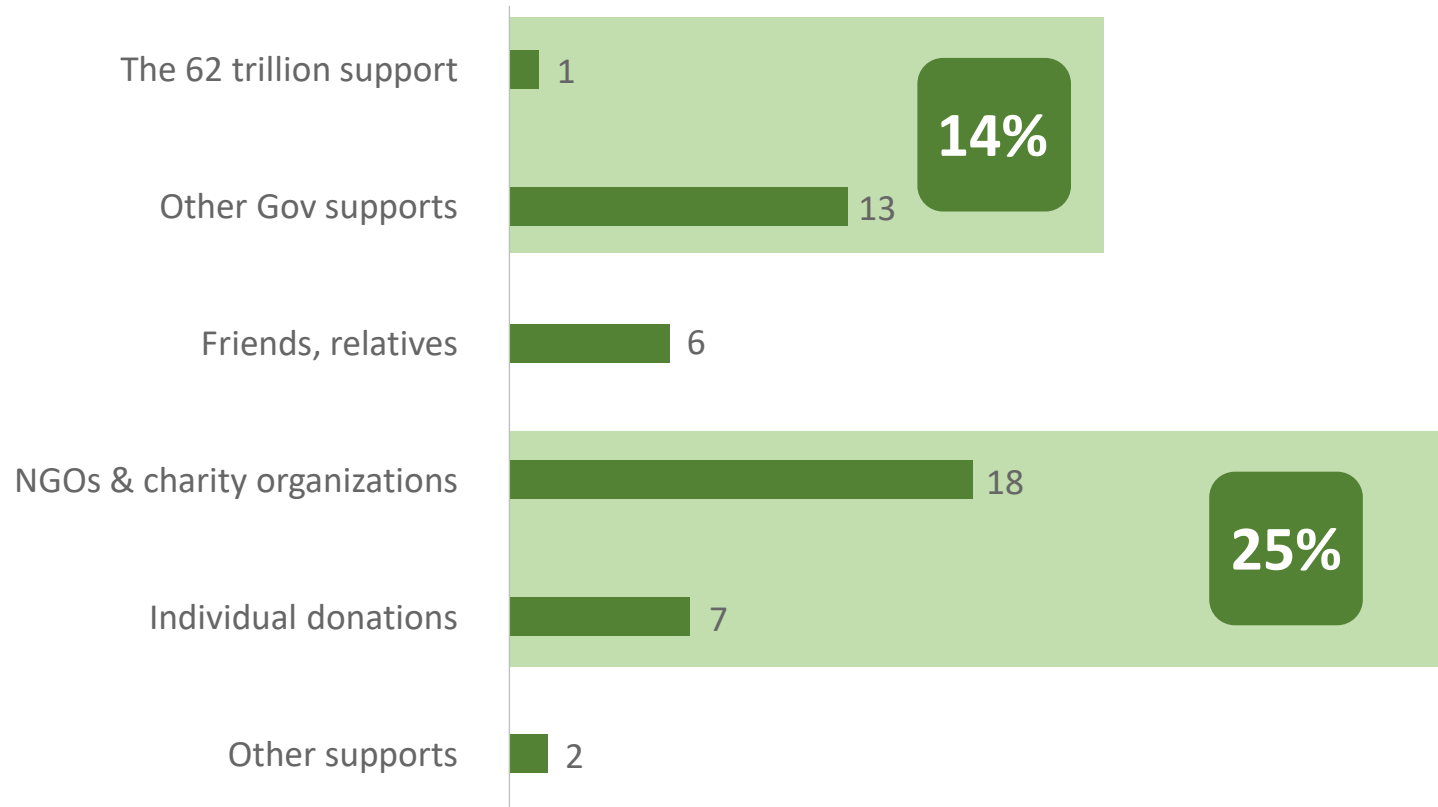


Photo credits: Duy Back



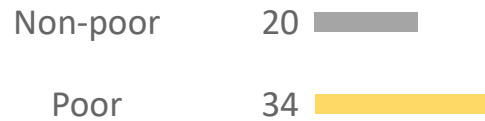


# Lockdown impact on access to food and necessary goods

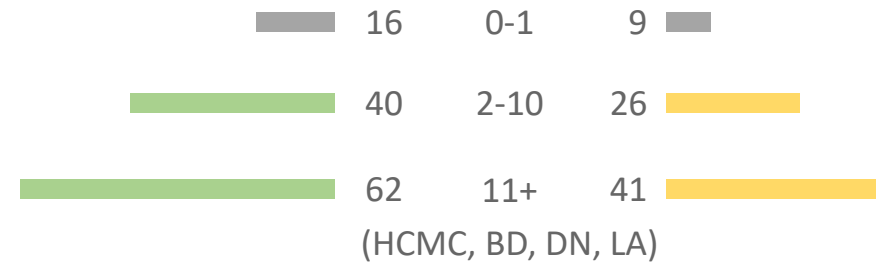
**32%** Problems of food access (%)

Problems of necessary goods access (%) **21%**

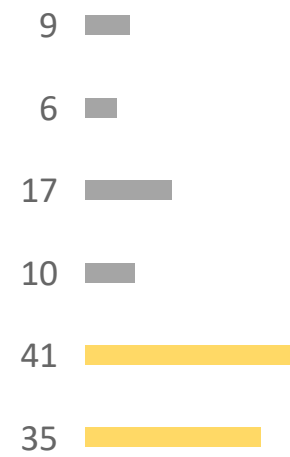
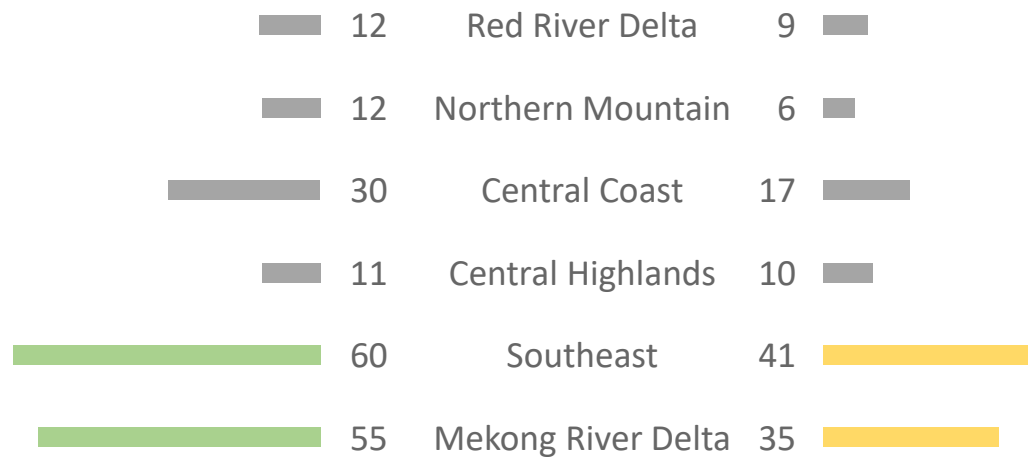
## Poverty



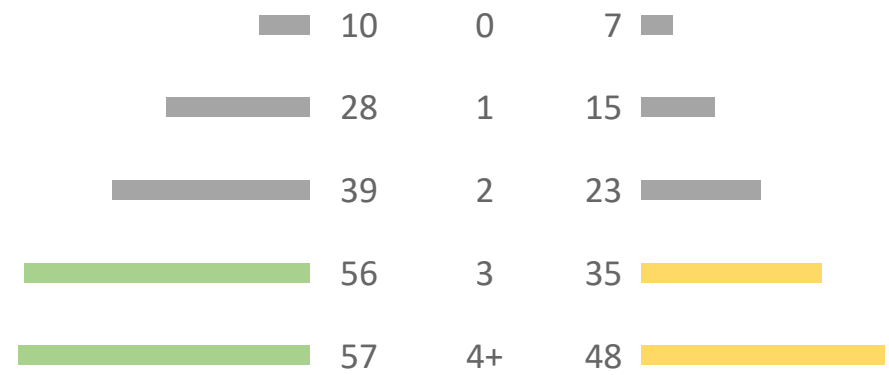
## COVID-19 rate



## Region



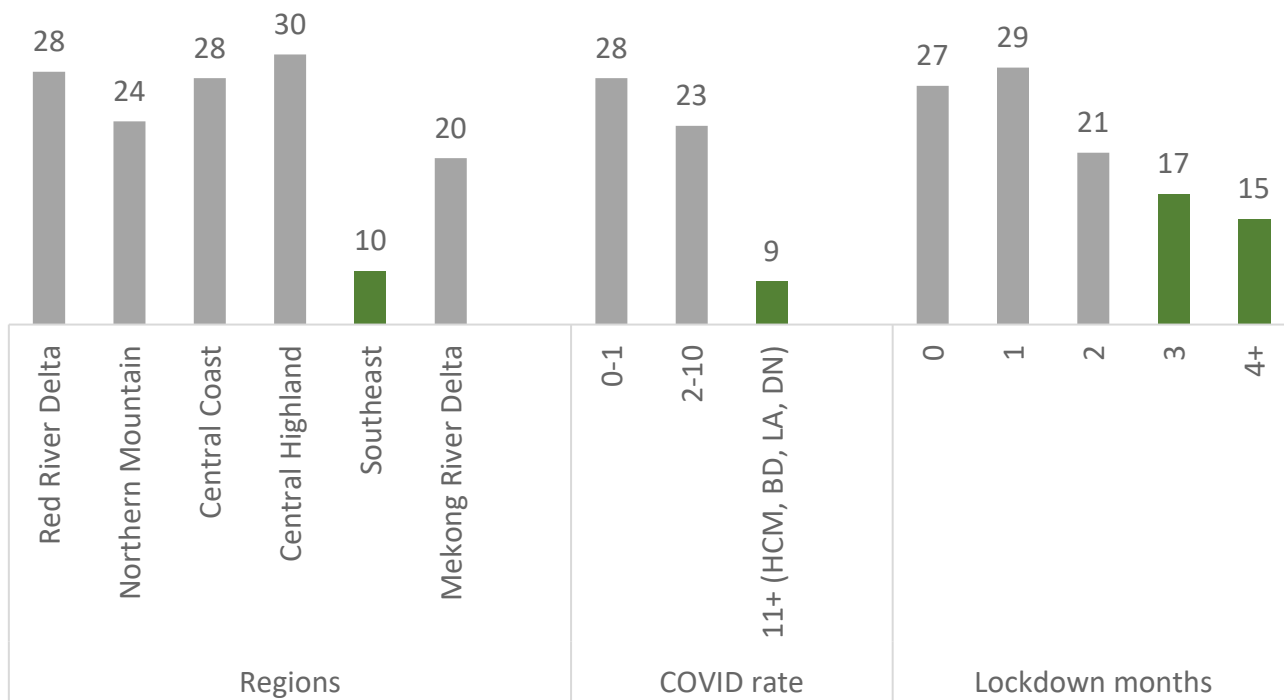
## Lockdown months





# Use of public administrative services during Wave 4

Since the beginning of COVID-19 wave 4 in May, have you/your family done any public administrative procedure for a personal paper (e.g., birth certificates, judicial records, or the like)? (%)



✓ **23% of respondents** reported using public admin. services during Wave 4 of COVID-19

✓ **66%** used **Commune one-stop shop**

**17%** used **District one-stop shop**

**15%** got ID cards reissued **at the communities**

○ Provincial one-stop shop: 4%

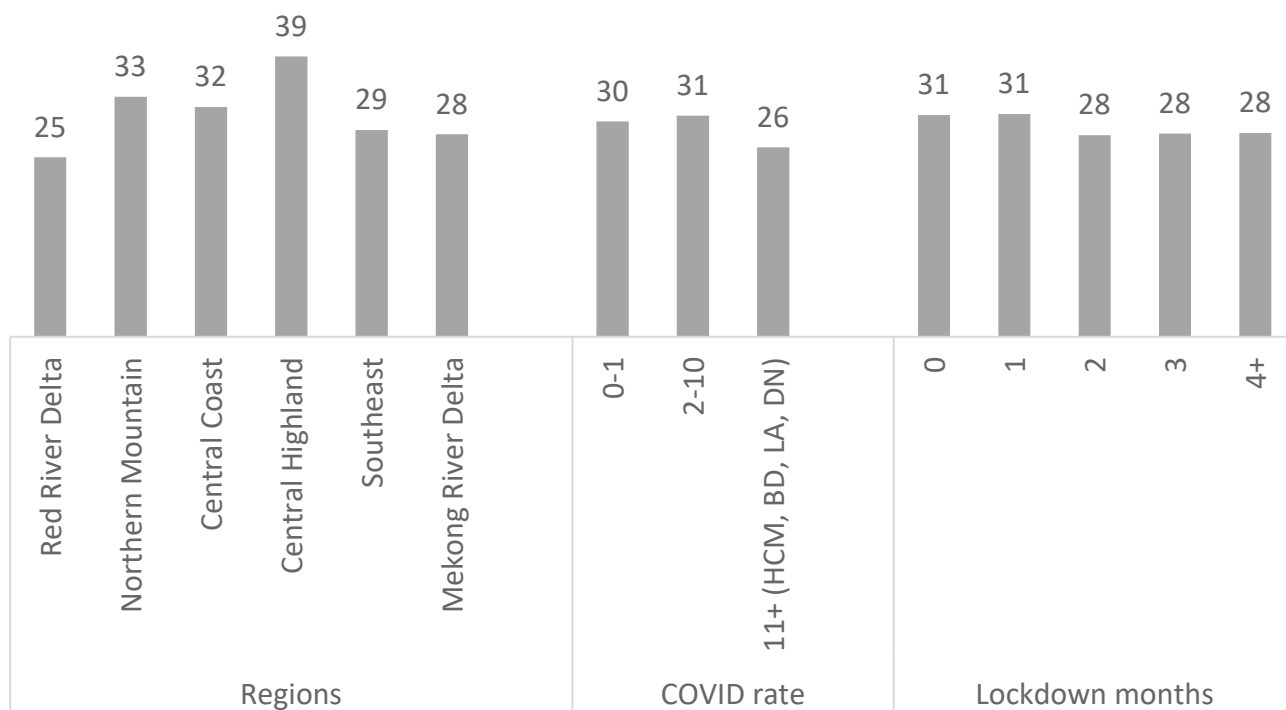
○ **Online local e-service portal: 3%**





# Use and assessment of healthcare facilities during Wave 4

Since the beginning of COVID-19 Wave 4 in May 2021, have you or a family member had to visit a healthcare facility in your province for treatment? (%)



**30% of respondents** used healthcare facilities

- 2% with issues relating to COVID-19
- 80% used public facilities (provincial, district hospitals, commune clinics)
- 40% had to show COVID-19 test results before getting admitted to the facility
- 7% had to apply for a travel permit from commune government



Highly positive assessment of the healthcare facilities



5% of those who did not use health facilities said they could not go to for the health treatments because of travel restrictions.







# Summary of citizens' assessment

- High but declining positive assessment of government performance in handling the pandemic from 2020
- Strong support for strict containment measures; less support for closing open/wet markets and schools.
- On the 26 trillion VND cash aid package:
  - The proportion of people receiving the aid package was low. The poorer had less access than the wealthier.
  - Information about the aid package not well provided for more disadvantaged people: Ethnic minorities, rural and poor people were less likely to know about the package than others.
  - For those who have received the cash aid, delivery was regarded as timely and as informed, but administrative procedures to get access to the cash aid package was not simple.
- Remarkable support from NGOs, social organisations, charity organizations, charity individuals.
- Electronic public administrative services not yet utilized during Wave 4.
- Many still had to submit COVID-19 test results to be admitted to healthcare facilities.





# Citizens' preference and expectation



# Citizen priority: health vs economy

83%

of respondents agreed to **prioritize life saving** over economy growth

a. *“The government’s highest priority should be saving as many lives as possible, even if it means the economy will sustain more damage and recover slowly”*

b. *“It is becoming more important for the government to save jobs and restart the economy than to take every precaution possible to keep people safe from the virus.”*

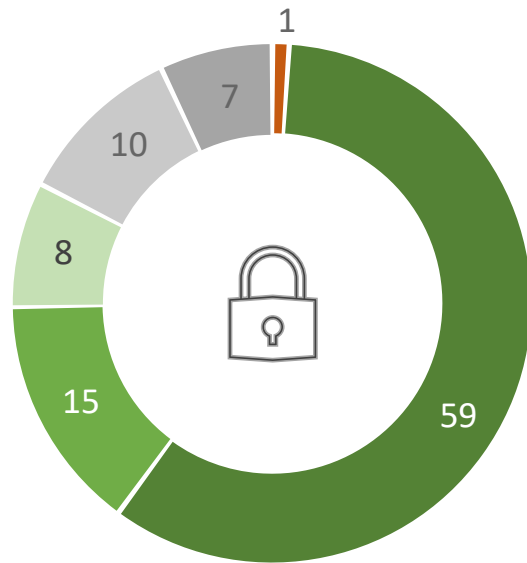
Share of respondents who opted for saving lives over economy growth (%)





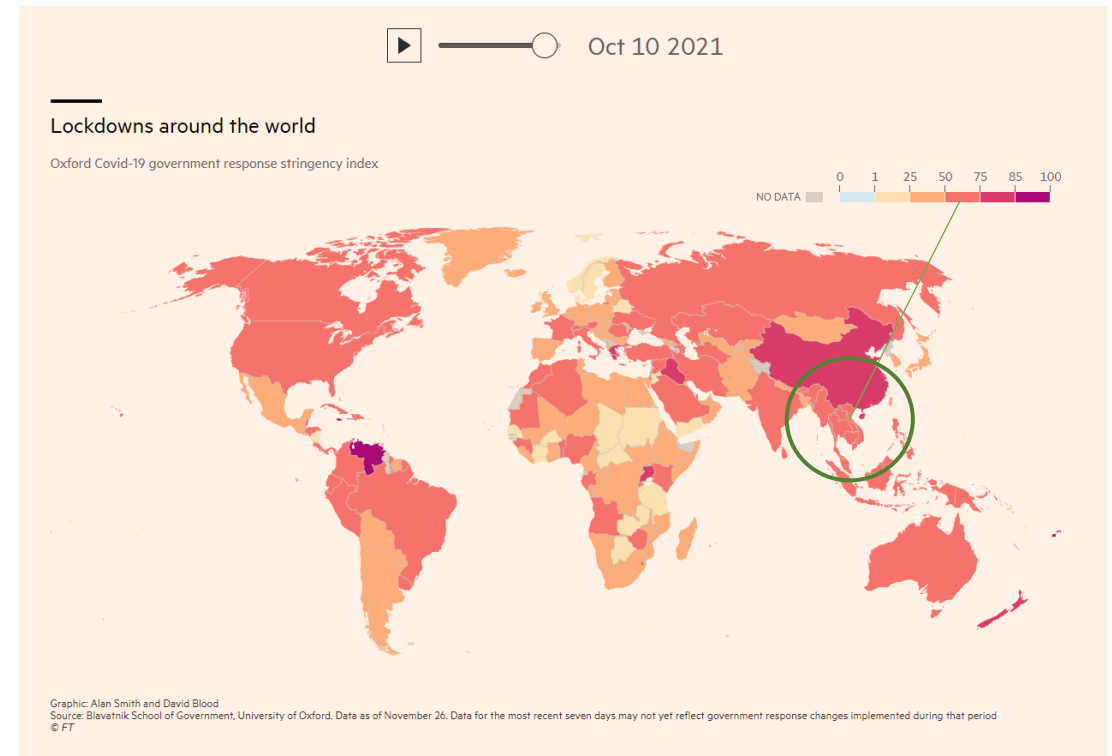
# Citizen suggestion: Lockdown scale

At which scale should full and strict lockdowns by Directive 16 be implemented? (%)



- Not implemented anymore
- In community where the epidemic occurs
- In commune where the epidemic occurs
- In district where the epidemic occurs
- In province where the epidemic occurs
- Nationwide

Oxford Covid-19 government response stringency index map



Source: <https://ig.ft.com/coronavirus-lockdowns/>



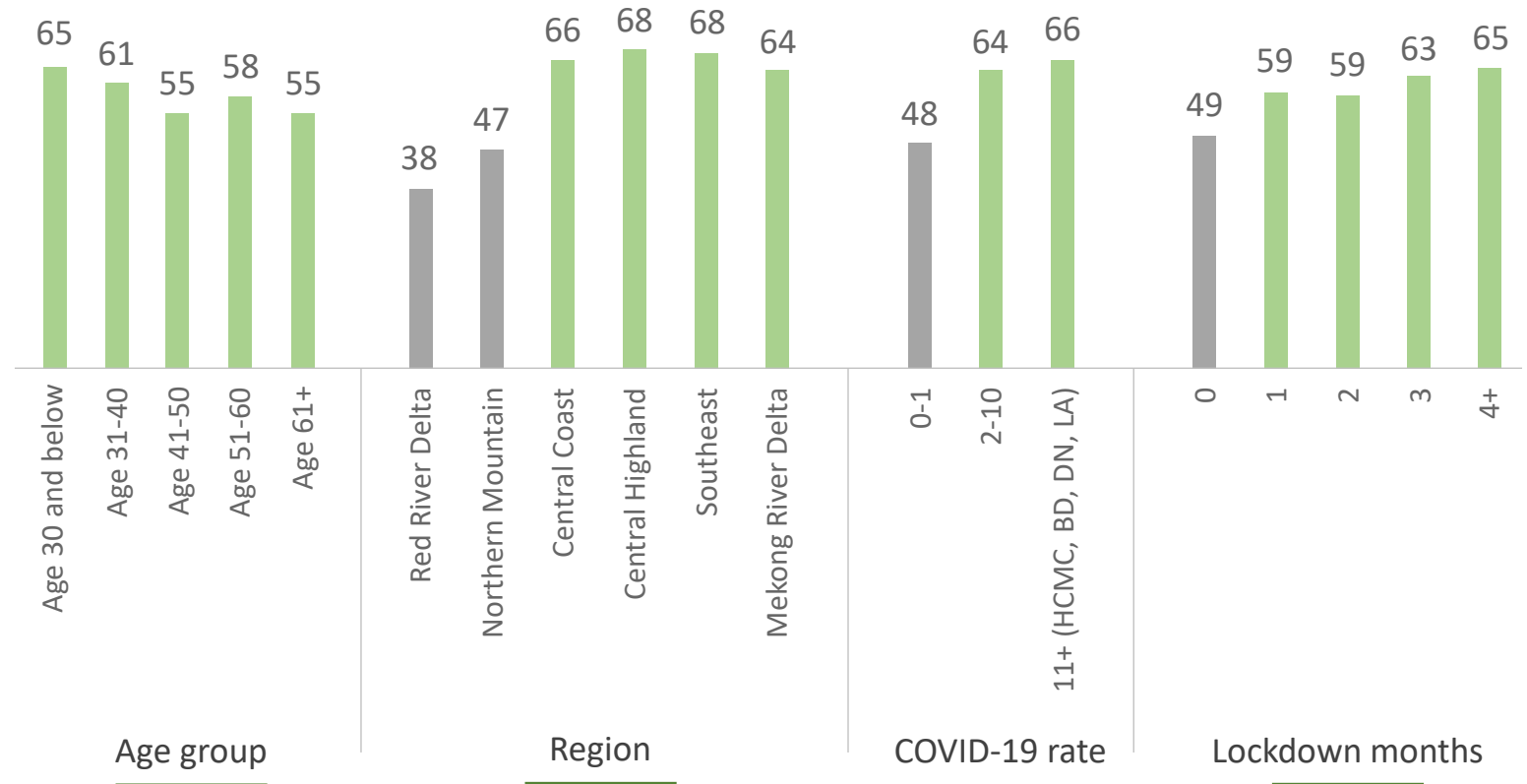


# Citizen preference: support for migrants to return to own province

57%

of respondents **supported migrants from epicenters to travel back to their own provinces**

Share of respondents who supported migrants to travel back to their hometown (%)





# Summary of citizens' preference

- Despite significant economic impacts, **most respondents clearly prioritized health over economy.**
- A majority of respondents preferred **lockdowns to be constrained to communities with COVID-cases only.**
- More than half of respondents showed **support for migrants returning to own home provinces**, especially among the younger population.



Photo credits: Haynie C.





# Suggestions Moving Forward



# Suggestions moving forward

- Citizens' feedback and preferences on crisis responses are important for the government to review solutions moving forward. **Trust and confidence from citizens drives success in government responses.**
- **Aid packages should target the poor, the unskilled and seasonal labourers, those working in the service and tourism sectors.**
- **Community-based support and support from NGOs, social organisations and charity groups and individuals** and during the pandemic and similar crises should be appreciated and recognized formally. **Simplification of administrative procedures for cash aid packages will make the aid timelier accessed.**
- **E-public services should be reassessed and upgraded** to be more user-friendly for higher utility of contactless means to interact with the government.





# Thank you!



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