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Situation of PCI in the Red River Delta Provinces in Vietnam

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Abstract

Improving the Provincial Competitiveness Index (PCI) is the basis for sectors and levels to build and implement specific plans and solutions in each field of state management to improve the quality of governance. socio-economic development of the province, especially the unification from awareness to action of branches and levels and enhancing the roles and responsibilities of heads of agencies and units towards the goal of overcoming bottlenecks, promoting strengths, and striving to turn the Red River Delta provinces

into localities with business investment environments in the top 10 leading localities in the country and attractive destinations for investors. Domestic and foreign investment. Through monitoring the period 2016–2021, evaluating and analyzing PCI through indicators and evaluation method criteria, VCCI's system of questions surveys businesses, offering solutions to improve the provincial competitiveness of the Red River Delta provinces in Vietnam.

Keywords: Provincial Competitiveness, PCI, Red River Delta

1. Introduction

The Provincial Competitiveness Index on Vietnam's business environment (PCI) is the result of research cooperation between the Vietnam Competitiveness Enhancement Project (VNCI) and the Vietnam Chamber of Commerce and Industry (PCI). The PCI index was built to evaluate the business environment, quality of economic management, and administrative reform efforts of local governments, thereby promoting the development of the domestic private economic sector. In recent years, the Red River Delta provinces have always focused on improving the investment and business environment, improving the efficiency of management and administrative apparatus at all levels, and creating the most favorable conditions for businesses. Production and business are convenient, effective, and legal, contributing to economic growth. However, in the period 2016–2020, the provincial competitiveness index in recent years has tended to decrease and has not reached the goal of being stable in the top 10 localities with the best governance quality. This reflects the reality of the Red River Delta provinces. Although there have been efforts to improve the investment and business environment, the solutions proposed and the implementation of departments, branches, districts, The city and relevant agencies and units still have many limitations and have yet to see improvements and breakthroughs. Therefore, the Red River Delta provinces need to take specific actions to gradually improve the investment environment and competitiveness of the provinces. Improving the Provincial Competitiveness Index (PCI) is the basis for sectors and levels to build and implement specific plans and solutions in each field of state management to improve the quality of governance. socio-economic development of the province, especially the unification from awareness to action of branches and levels and enhancing the roles and responsibilities of heads of agencies and units towards the goal of overcoming bottlenecks, promoting strengths, and striving to make Vinh Phuc a locality with a business investment environment in the top 10 leading localities in the country and an attractive destination for domestic and foreign investors. Water.

2. Overview of the Provincial Competitiveness Index (PCI)

The Provincial Competitiveness Index (PCI), for short, was built to evaluate the business environment, quality of economic management, and administrative reform efforts of the governments of provinces and cities in the country, Vietnam. Not only focusing on analyzing businesses' perceptions about the quality of economic governance, the annual PCI study also conducts surveys on foreign-invested (FDI) businesses operating in Vietnam. Assess business confidence about business prospects, rate the quality of local infrastructure, and conduct thematic research on a prominent trend or policy that has a major impact on production and business activities. Businesses across the country. PCI is the result of research cooperation between the Vietnam Chamber of Commerce and Industry (VCCI) and the United States Agency for International Development since 2005.

PCI is determined through a system of component indices. Each component index has a weight and includes a number of constituent indicators, reflecting different fields and

aspects of government at all levels that directly affect the production and business activities of the enterprise.

3. Comparison with Provinces in the Red River Delta, Provinces in the Group of 5 Provinces and Cities Top the Country in Pci Scores

3.1 PCI score

Vinh Phuc province's PCI index ranks third in the Red River Delta region, after Quang Ninh and Hai Phong. These are two localities in the group of five provinces and cities leading the country in terms of PCI scores (Quang Ninh ranked 1st and Hai Phong ranked 2nd nationwide). Thus, the total PCI score of Vinh Phuc province is only behind the first and second two provinces and cities nationwide in the region.

3.2 Market Entry Index

Vinh Phuc province's 2021 Market Entry Index ranked 28/63 provinces and cities with 7.02 points, down 14 places.

S. No	Ingredient index	2021		
		Score	Rank/ 63 provinces and cities	Rank/ Red River Delta region
	Market entry	7,02	28/63	4/11
1	Business registration time - number of days (Median value)	10	42	7
2	Percentage of enterprises having to amend and supplement business registration documents 2 times or more - New variable 2021 (%)	16%	28	7
3	Number of days to change business registration (median)	5	18	3
4	Percentage of businesses completing business registration procedures via new methods (online, public procedures, post office) (%)	66%	17	3
5	Procedures for (changing) business registration: Procedures are publicly listed (%)	63%	44	6
6	Procedures for (changing) business registration: Officials give clear and complete instructions (%)	58%	60	10
7	Business registration (change) procedures: Professionally knowledgeable staff (%)	38%	45	6
8	Business registration (change) procedures: Enthusiastic and friendly staff (%)	35%	49	6
9	Declaring the use of labor, requesting a social insurance participating unit code and registering to use enterprise invoices are done at the same time during the process of carrying out business registration procedures (% Agree) - New variable in 2021 (% of businesses Agree)	88%	2	1
10	Instructions for conditional business licensing procedures are clear and complete (%) - New variable 2021	46%	53	9
11	Enterprises do not encounter any difficulties when carrying out conditional business licensing procedures (%) - New variable in 2021	41%	35	4
12	Process for handling conditional business licensing procedures in accordance with prescribed documents (% of businesses agree) - New changes in 2021	48%	48	9
13	The time to carry out conditional business licensing procedures does not take longer than the prescribed documents (% of businesses agreeing) - New variable in 2021	52%	19	3
14	Conditional business license costs do not exceed the fees and charges specified in legal documents (% of businesses agree) - New variable in 2021	38%	43	7
15	Percentage of businesses having to delay/cancel business plans due to difficulties encountered when implementing business registration procedures (%) - New variable in 2021	9%	44	9
16	Percentage of businesses having to cancel business plans due to difficulties encountered when implementing business registration amendment procedures (%) - New variables in 2021	7%	31	6
17	Percentage of businesses having to cancel business plans due to difficulties encountered when implementing procedures for applying for a Conditional Business License (%) - New variable in 2021	21%	29	5
18	Have to wait more than 1 month to complete all procedures to officially operate (% of businesses)	4%	9	1
19	Have to wait more than 3 months to complete all procedures to officially operate (% of businesses)	2%	40	6

3.3 Land access index

Vinh Phuc province's Access to Land Index in 2021 ranked 7/63 provinces and cities with 7.56/10 points, an increase of 1.76 points and 54 places compared to 2020.

Compared with the group of 5 leading provinces and cities

in the country, Vinh Phuc province ranked first in the score of the Access to Land Index.

In the Red River Delta region, Vinh Phuc province ranked second after Nam Dinh province (ranked first nationwide). Details of specific component criteria are as follows:

S. No	Ingredient index	2021		
		Score	Rank/ 63 provinces and cities	Rank/ Red River Delta region
	Access to land	7.56	7/63	2/11
1	Number of days waiting to be granted a land use right certificate (median)	30	31	6
2	Private enterprises do not face obstacles in accessing land or expanding business premises (% Agree)	41%	58	11
3	Percentage of businesses facing difficulties due to lack of clean land fund (%)	16%	22	6
4	Percentage of enterprises facing difficulties in slow site clearance progress (%)	10%	15	4
5	Information and data on land are not provided conveniently and quickly (%)	18%	5	2
6	Time limit for processing land documents is longer than the listed time limit or regulatory documents (%) - New variable in 2021	67%	45	9
7	Officials receiving documents and handling administrative procedures do not provide detailed and complete instructions (%) - New changes in 2021	0%	1	1
8	Procedures for determining the value of land use rights are very time consuming (%) - New variable in 2021	11%	14	3
9	Enterprises assess the risk of land acquisition (1=Very low; 5=Very high)	1.66	23	4
10	Percentage of businesses that believe they will receive adequate compensation when land is recovered (%)	37%	16	3
11	The change in the province's land price list is consistent with the change in market price (% Agree)	90%	3	2
12	Percentage of enterprises that have carried out land-related administrative procedures within the past 2 years but did not encounter any procedural difficulties (%)	10%	54	10
13	Percentage of businesses that want to be granted Land Use Rights Certificates but do not have them due to cumbersome administrative procedures/worry about harassment from officials (%)	8%	22	2
14	Percentage of businesses having to delay/cancel business plans due to difficulties in implementing land-related administrative procedures - New changes in 2021	57%	41	6

3.4 Transparency Index

The Transparency Index of Vinh Phuc province in 2021 ranked 43/63 provinces and cities, with 5.63 points, down 0.71 points and 32 places compared to 2020.

Compared to the group of top 5 provinces and cities in the country, Vinh Phuc province ranked 5th in terms of the

Land Access Index score.

In the Red River Delta region, Vinh Phuc province ranked 6th after Hai Phong, Bac Ninh, Quang Ninh, Thai Binh, and Ha Nam provinces. Details of specific component criteria are as follows:

S. No	Ingredient index	2021		
		Score	Rank/ 63 provinces and cities	Rank/ Red River Delta region
	Transparency	5.63	43/63	7/11
1	Access to planning documents (1=impossible; 5=very easy)	2.56	54	7
2	Access to legal documents (1=impossible; 5=very easy)	2.79	63	11
3	Transparency in bidding (% Agree)	94%	6	2
4	Percentage of businesses receiving necessary information and documents when requesting agencies in the province (%)	91%	5	1
5	Number of days waiting to receive information and written requests (Median)	3	19	5
6	Information on the province's website about the province's investment incentives/encouragement/support is useful (% Agree) - New variable in 2021	43%	33	4
7	Information on the province's website about regulations on administrative procedures is useful (% Agree) - New variable in 2021	67%	35	6
8	Information on the province's website about executive documents and directions of provincial leaders is useful (% Agree) - New variable in 2021	47%	34	7
9	Information on the province's website about regulations on administrative procedures is useful (% Agree) - New variable in 2021	53%	37	5
10	"Relationship" required to obtain provincial documents (% Important or Very Important)	63%	24	2
11	Negotiating with tax officials is an essential part of business operations (% Agree)	55%	17	3
12	Agreement on taxes payable with tax officials helps businesses reduce the amount of tax payable (% Agree) - New variable in 2021	45%	14	2
13	The role of local business associations in developing and criticizing provincial policies and regulations is important (% of businesses)	70%	19	3
14	Predictability of provincial enforcement of central legal regulations (% Possible) - Adjusted in 2021	34%	32	4
15	Predictability of changing provincial legal regulations (% Possible) - New variable in 2021	35%	27	3
16	Quality of the province's website - Adjusted in 2021	42.51	31	6
17	Percentage of businesses regularly accessing the website of the Provincial People's Committee (%)	39%	57	10

3.5 Time cost index

The 2021 Time Cost Index of Vinh Phuc province ranked 3rd/63 provinces and cities with 8.46 points, an increase of 0.12 points and 14 places compared to 2020.

Compared with the group of the top 5 provinces and cities in the country, Vinh Phuc province ranked 2nd in the score of

the Time Cost Index, second only to Quang Ninh province (ranked 1st nationwide).

In the Red River Delta region, Vinh Phuc province ranked third after Quang Ninh and Bac Ninh provinces. Details of specific component criteria are as follows:

S. No	Ingredient index	2021		
		Score	Rank/ 63 provinces and cities	Rank/ Red River Delta region
	Time costs	8.46	3/63	3/11
1	Percentage of businesses spending more than 10% of their time to learn and implement state legal regulations (%)	14%	2	1
2	Friendly government officials (% Agree)	93%	2	1
3	Officials handle work effectively (%)	94%	6	2
4	Businesses do not need to travel many times to get stamps and signatures (% Agree)	86%	4	1
5	Simple paperwork (%)	87%	5	2
6	Publicly listed fees and charges (%)	98%	6	2
7	Administrative procedure implementation time is shortened compared to regulations (%)	89%	3	1
8	Percentage of businesses that do not have difficulty performing online administrative procedures (% Agree) - New variable in 2021	59%	29	6
9	Carrying out online administrative procedures helps reduce time for businesses (% Agree) - New variable in 2021	58%	30	6
10	Carrying out online administrative procedures helps reduce costs for businesses (% Agree) - New variable in 2021	57%	31	6
11	Percentage of businesses stating that the work content of inspection and inspection teams is duplicated (%)	5%	9	4
12	Percentage of businesses reporting being inspected more than 3 times a year - Adjusted for 2021 (previously 5 times a year)	7%	18	6
13	Percentage of businesses realizing that inspection and inspection officers take advantage of public duties to harass businesses (%)	10%	17	4
14	Number of hours for tax audits per session (median)	8	39	9

3.6 Informal Cost Index

The Informal Cost Index of Vinh Phuc province in 2021 ranked 3rd/63 provinces and cities with 8.05 points, an increase of 1.8 points and 40 places compared to 2020.

Compared with the group of the top 5 provinces and cities in

the country, Vinh Phuc province ranked 2nd in the score of the Informal Cost Index, second only to Dong Thap province (ranked second nationwide).

In the Red River Delta region, Vinh Phuc province ranked 1st. Details of specific component indicators are as follows:

S. No	Ingredient index	2021		
		Score	Rank/ 63 provinces and cities	Rank/ Red River Delta region
	Unofficial costs	8.05	3/63	1/11
1	Enterprises in the same industry often have to pay additional tax expenses (% Agree)	40%	29	8/11
2	The work achieved the expected results after paying the commission (% always/mostly)	51%	42	4
3	The phenomenon of harassment when handling procedures for businesses is common (% Agree)	65%	52	9
4	Expenses at an acceptable level (% Agree)	95%	4	2
5	Percentage of enterprises paying administrative fees to inspection and inspection officers (%)	10%	5	1
6	Percentage of enterprises paying tax deductions when carrying out business registration procedures/amending business registration (%) - New variable in 2021	21%	38	5
7	Percentage of enterprises paying tax deductions when carrying out procedures for applying for a conditional business license (%) - New variable in 2021	66%	43	6
8	Percentage of enterprises paying CPKCT for fire prevention and fighting inspection and inspection officers (%) - New variable in 2021	50%	58	10
9	Percentage of enterprises paying environmental auditing fees to environmental inspection officers (%) - New variable in 2021	57%	50	9
10	Percentage of enterprises paying administrative fees to market managers (%) - New variable in 2021	53%	40	4
11	Percentage of enterprises paying tax inspection fees to tax inspection and inspection officers (%) - New variable in 2021	24%	15	5
12	Percentage of enterprises paying administrative fees to construction inspection and inspection officers - New variable in 2021	56%	18	4
13	Enterprises have to spend more than 10% of revenue on unofficial costs	1%	2	1
14	Percentage of enterprises paying unofficial fees to speed up the implementation of land procedures (% of enterprises)	0%	1	1
15	Paying "commission" is necessary to have a chance of winning the bid (% Agree)	17%	9	3
16	There is a dispute but does not choose the Court to resolve it due to concerns that the situation of "running the case" is common (%)	5%	2	1

3.7 Equal competition index

Vinh Phuc province's equal competitiveness index in 2021 ranked 7/63 provinces and cities with 7.07 points, an increase of 0.7 points and 35 places compared to 2020. Compared with the group of 5 leading provinces and cities

in the country, Vinh Phuc province ranked first in the score of the Equal Competition Index.

In the Red River Delta region, Vinh Phuc province ranked 4th, after Hai Duong, Ninh Binh and Hung Yen provinces. Details of specific component criteria are as follows:

S. No	Ingredient index	2021		
		Score	Rank/ 63 provinces and cities	Rank/ Red River Delta region
	Fair competition	7.07	7/63	4/11
1	The provincial government's attention does not depend on the business's contribution to the locality such as the number of employees employed, the amount of tax paid or other sponsorship/support (% Agree) - New variable in 2021	75%	42	7
2	The province prioritizes solving difficulties for large enterprises compared to domestic small and medium-sized enterprises (% Agree) - New variable in 2021	49%	22	6
3	The province prioritizes attracting investment from large enterprises rather than developing domestic small and medium-sized enterprises (% Agree) - New variables in 2021	27%	7	3
4	Convenience in accessing land is a privilege for large enterprises (% Agree) - New variable in 2021	19%	11	2
5	Faster administrative procedures are a privilege for large businesses (% Agree) - New variable in 2021	10%	5	2
6	Easily obtaining contracts from State agencies is a privilege for large enterprises (% Agree) - New variable in 2021	8%	5	2
7	Advantages in licensing mineral exploitation are privileges for large enterprises (% Agree) - New changes in 2021	6%	12	5
8	Convenience in accessing information is a privilege for large enterprises (% Agree) - New variable in 2021	13%	7	2
9	Exemption and reduction of corporate income tax is a privilege for large enterprises (% Agree) - New variable in 2021	8%	4	2
10	The province's favoring of large enterprises (both SOEs and private enterprises) causes difficulties for businesses (% Agree)	44%	36	8
11	"Contracts, land,... and other economic resources mainly fall into the hands of businesses closely linked to the provincial government" (% Agree)	67%	46	9

3.8 Dynamic index

Vinh Phuc province's dynamism index in 2021 ranked 15/63 provinces and cities with 7.2, an increase of 0.61 points and 6 places compared to 2020.

Compared with the group of the top 5 provinces and cities in the country, Vinh Phuc province ranked fourth in the score

of the Dynamics Index, after Quang Ninh, Hai Phong and Dong Thap provinces.

In the Red River Delta region, Vinh Phuc province ranked 5th, after Hai Duong, Quang Ninh, Hai Phong and Bac Ninh provinces. Details of specific component criteria are as follows:

S. No	Ingredient index	2021		
		Score	Rank/ 63 provinces and cities	Rank/ Red River Delta region
	Dynamic feature	7.2	15/63	5/11
1	The provincial government's attitude towards the private economic sector is positive (%)	69%	12	3
2	The province's reaction when there are unclear points in central policies/documents: "delay implementation and seek guidance" and "do nothing" (% of enterprises)	25%	20	6
3	Departments and branches do not properly implement the guidelines and policies of the provincial leaders (% Agree) - Adjusted for 2021	43%	52	11
4	The Provincial People's Committee applies regulations flexibly to create a favorable business environment for the private sector (%)	88%	22	6
5	The Provincial People's Committee is dynamic and creative in solving newly arising problems (%)	87%	3	2
6	District and town authorities do not properly implement the guidelines and policies of provincial and city leaders (% Agree) - Adjusted in 2021	43%	42	8
7	Difficulties and obstacles are promptly resolved through dialogues and business contacts in the province (% Agree)	73%	43	7
8	The policies and guidelines of provinces and cities to facilitate business operations are stable and consistent (% Agree) - New changes in 2021	47%	48	10
9	Percentage of businesses that believe that local leaders have taken action to fulfill their commitments to improve their business environment - New variable in 2021	84%	5	2

3.9 Business Support Policy Index

The Business Support Policy Index (renamed from the Business Support Index) of Vinh Phuc province in 2021 ranked 24/63 provinces and cities with 7.24 points, an increase of 2.21 points and 35 places compared to 2020. Compared with the group of the top 5 provinces and cities in the country, Vinh Phuc province ranked fourth in the score

of the Business Support Policy Index, after Quang Ninh, Hai Phong and Da Nang provinces.

In the Red River Delta region, Vinh Phuc province ranked 5th, after Hanoi city, Hai Phong province, Quang Ninh and Bac Ninh. Details of specific component criteria are as follows:

S. No	Ingredient index	2021		
		Score	Rank/ 63 provinces and cities	Rank/ Red River Delta region
	Business support policies	7.24	24/63	5/11
1	Procedures for granting credit guarantees to SMEs are easy to implement (%) - New variable in 2021	76%	46	9
2	Procedures to receive support from State agencies to enhance business capacity are easy to implement (%) - New variables in 2021	86%	24	5
3	Procedures to receive reduced rental prices in industrial zones/clusters are easy to follow (%) - New changes in 2021	86%	32	6
4	Procedures for exemption or reduction of legal consulting costs when using legal consulting services under the State agency's consultant network are easy to follow (%) - New variable in 2021	82%	26	4
5	Procedures for exemption or reduction of market information consulting costs when using consulting services under the State Agency's consultant network are easy to implement (%) - New changes in 2021	82%	33	7
6	Procedures for exemption or reduction of costs for participating in training courses using the State budget on business start-up and corporate governance are easy to implement (%) - New variables in 2021	88%	20	3
7	Procedures to exempt or reduce vocational training costs for workers are easy to implement (%) - New changes in 2021	85%	30	6
8	Quality of providing information related to FTAs by local State agencies to meet the needs of businesses (% Response) - New variable in 2021	19%	50	9
9	Difficulties in implementing documents implementing free trade agreements (FTAs) are effectively resolved by local State agencies (%) - New variables in 2021	50%	58	11
10	Percentage of businesses aware of programs to support businesses in taking advantage of opportunities from FTAs - New change in 2021	12%	56	9
11	Percentage of businesses evaluating the implementation of procedures to receive support from the program to support businesses to take advantage of opportunities from FTAs as favorable (%) - New variable in 2021	82%	21	3
12	Ratio of service providing enterprises to total number of enterprises	0.73%	33	5
13	Ratio of private and FDI public service enterprises to the total number of public service enterprises	93%	18	5

3.10 Labor Training Index

Vinh Phuc province's Labor Training Index in 2011 ranked 7/63 provinces and cities with 6.81 points, down 0.13 points and up 7 places compared to 2020. Compared with the group of the top 5 provinces and cities in the country, Vinh Phuc province ranked fourth in the score

of the Business Support Policy Index, after Quang Ninh, Hai Phong and Da Nang provinces.

In the Red River Delta region, Vinh Phuc province ranked 5th, after Hanoi city, Quang Ninh province, Hai Phong and Ninh Binh. Details of specific component criteria are as follows:

S. No	Ingredient index	2021		
		Score	Rank/ 63 provinces and cities	Rank/ Red River Delta region
	Labor training	6.81	7/63	5/11
1	Percentage of businesses assessing that recruiting unskilled workers in the province is easy (%) - New variable in 2021	83%	12	1
2	Percentage of businesses assessing that recruiting technical staff in the province is easy (%) - New variable in 2021	64%	2	1
3	Percentage of businesses assessing that recruiting managers and supervisors in the province is easy (%) - New variable in 2021	32%	26	2
4	Ratio of labor recruitment costs in total business costs (%)	6.54	45	11
5	Ratio of labor training costs in total business costs (%)	0.71	4	2
6	Vocational education in the province is of good quality (% Agree)	61%	12	2
7	Percentage of employees at enterprises who have graduated from vocational education institutions (%) - New variable in 2021	53%	34	7
8	Proportion of workers aged 15 and over working in the locality who have received training (% , GSO)	29%	8	5
9	Local labor fully/mostly meets the needs of businesses (%) - Adjusted in 2021	68%	7	3
10	General education in the province is of good quality (% Agree)	74%	22	7
11	Average test score of high school graduation exam (BGDDT) - New variable 2021	6.64	10	5

3.11 Legal Institutions and Information Security Index

The Legal Institutions and Order Security Index of Vinh Phuc province in 2021 ranked 8/63 provinces and cities with 7.78 points, an increase of 1.29 points and 34 places compared to 2020.

Compared with the group of 5 leading provinces and cities in the country, Vinh Phuc province ranked second in the

score of the Legal Institutions and Order Security Index, after Quang Ninh province.

In the Red River Delta region, Vinh Phuc province ranked 4th, after Quang Ninh, Nam Dinh and Hai Duong provinces. Details of specific component criteria are as follows:

S. No	Ingredient index	2021		
		Score	Rank/ 63 provinces and cities	Rank/ Red River Delta region
	Legal institutions and security	7.78	8/63	4/11
1	The legal system has a mechanism to help businesses denounce violations of public employees (% Frequently or Always)	52%	10	2
2	Percentage of businesses that believe in the ability of the law to protect copyright issues or enforce contracts (% Agree)	93%	15	5
3	Percentage of businesses willing to use court to resolve disputes (%)	70%	11	1
4	Percentage of businesses that believe that superiors will not cover up and will seriously discipline officials who commit violations (% Agree)	51%	26	4
5	Courts at all levels of the province adjudicate economic cases in accordance with the law (% Agree)	96%	12	5
6	Provincial courts at all levels handle economic cases quickly (% Agree)	77%	50	10
7	Court rulings are implemented quickly (% Agree)	76%	57	11
8	Legal aid agencies support businesses in using the law to sue when there is a dispute (% Agree)	91%	6	3
9	Official costs from filing a lawsuit to when the judgment is enforced are at an acceptable level (% Agree) - New variable in 2021	67%	62	11
10	Unofficial costs from the initiation of a lawsuit to the time the judgment is enforced are at an acceptable level (% Agree) - New variable in 2021	65%	52	10
11	The court's decision is fair (% Agree)	96%	9	3
12	The number of disputes of non-state-owned enterprises handled by the Provincial Economic Court is over 100 enterprises (SPC)	1.55	19	4
13	Ratio of non-state plaintiffs to the total number of plaintiffs at the Provincial Economic Court (% , SPC)	73%	45	8
14	Percentage of economic cases resolved (% , SPC)	67%	27	6
15	The security and order situation in the province is good (%)	84%	11	2
16	Percentage of businesses that suffered theft or break-ins in the past year (%)	0%	1	1
17	Local police agencies handle business cases effectively (%)	83%	1	1
18	Percentage of businesses having to pay protection money to gangsters and gangsters to keep their business safe (%)	0%	1	1

4. Lessons Learned from Provinces and Cities in Improvement of the PCI Index

- Promote propaganda work on mass media so that businesses understand the ways and benefits of carrying out online business registration procedures.
- Continue to promote administrative procedure reform with the goal of 3 reductions: reduce time, procedures and costs.
- Improve the sense of responsibility and service attitude of the staff and civil servants in the receiving and guiding department when carrying out administrative procedures.
- Strengthen propaganda and promote the content of commitments and benefits of FTAs that Vietnam has signed to the business community. Improve the quality of information provided on industry websites about support procedures.
- There needs to be mechanisms and policies to support businesses that are close to reality, achieve the highest efficiency, and in accordance with legal regulations;
- It is necessary to strengthen the organization of trade promotion activities, creating opportunities for businesses to access information, mechanisms and State policies.

- Departments, committees and branches need to be more proactive in coordination to improve the PCI index; Further promote information and propaganda of guidelines, policies, and procedures to support businesses to production facilities and businesses in the province.
- Implement stable and consistent land policies, especially in compensation and site clearance.

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