

## ANNEX 3: INDEX FRAMEWORK

Sub-dimension	#	Indicator
<b>1</b>	<b>Dimension 1 - Access to justice</b>	
1.1	Access to legal information	1.1.1 Available sources of legal information
		1.1.2 Awareness about available remedies for labour disputes
		1.1.3 Awareness about available remedies for land disputes
		1.1.4 Awareness about available remedies for civil disputes
		1.1.5 Awareness about available remedies for environmental disputes
		1.1.6 Access to information
		1.1.7 Legal knowledge
1.2	Access to basic legal services	1.2.1 Marriage registration procedures
		1.2.2 Procedures for land use rights certificate issue
		1.2.3 Lawyering and other legal services
1.3	Affordability	1.3.1 Actual expense for land use rights certificate application
		1.3.2 Capacity to pay for business dispute resolution
		1.3.3 Capacity to pay for land dispute resolution
		1.3.4 Capacity to pay for environmental dispute resolution
<b>2</b>	<b>Dimension 2 - Equity</b>	
2.1	Equality before the law	2.1.1 Equality in labour dispute resolution
		2.1.2 Non-discrimination
		2.1.3 Equality before the court
2.2	Responsibilities of state institutions to ensure fairness	2.2.1 Role of state institutions in resolving land disputes and complaints
		2.2.2 Proactive role of state institutions in resolving pollution complaints
		2.2.3 Role of state institutions in resolving administrative complaints
2.3	Resolution of administrative complaints	2.3.1 Time taken to handle complaints on business conditions, market management
		2.3.2 Time taken to handle procedure complaints on land
		2.3.3 Time taken to handle environmental complaints
		2.3.4 No time to settle the dispute
2.4	Equity across social groups	

<b>3</b>	<b>Dimension 3 - implementation of law</b>	
3.1	Integrity in the justice system	3.1.1 Bribery in civil dispute resolution
		3.1.2 Bribery in administrative complaint resolution
		3.1.3 Pay extra money to settle disputes
		3.1.4 Pay off-the-book money to traffic police
		3.1.5 Media activity on anticorruption
3.2	Professional conducts	3.2.1 Responsive to administrative complaint resolution
		3.2.2 Evaluation of attitude and behaviours of transport police
		3.2.3 Unprofessional conducts
3.3	Judicial oversight	3.3.1 Admitted wrongdoings
		3.3.2 Disciplined civil servants who committed wrongdoings
3.4	Procedural certainty	3.4.1 Procedural certainty in civil dispute resolution
		3.4.2 Clarity in procedures for handling administrative complaints
		3.4.3 Clarity in procedures for economic dispute resolution
		3.4.4 Court procedures
3.5	Confidence in state institutions	3.5.1 People's opinion on the stable use of land in coping with policy changes
		3.5.2 Role of state agencies in resolving labour disputes
		3.5.3 Chose to comply with government regulations
		3.5.4 Confidence in judge and court staff
		3.5.5 Confidence in civil servants to resolve land disputes
		3.5.6 Confidence in civil servants to resolve civil and environmental disputes
		3.5.7 Confidence in local government to ensure 'reasonable' settlement
3.6	Effectiveness of dispute resolution	3.6.1 Results of civil dispute resolution in practice
		3.6.2 Results of administrative complaint resolution in practice





## ANNEX 5: DISPUTES AND COMPLAINTS, 2013-2015

### Business

Types of business dispute	Number
Business registration	4
Taxation	7
Environmental requirement	16
Custom procedure	16
Work conditions, safety and hygiene	17
Shareholder dispute	27
Food safety requirement	31
Market management regulation	34
Security and social order	39
Contract dispute	39
Logistics/transportation	64
Others	71
Private loan	90
Bank loan	184
<b>Total</b>	<b>639</b>

### Labour

Types of labour dispute	Number
Maternity leave	5
Compensation for labour accident	5
Appointment and promotion	6
Probation condition	7
Labour contract	12
Sick/annual leave	18
Overtime	41
Social insurance	46
Work conditions	52
Salary/remuneration	115
Other labour disputes	51
<b>Total</b>	<b>358</b>

### Land

Types of land dispute	Number
Land division upon divorce	3
Use of land as collateral asset	8
Land/house lease	11
Property division among children	19
Change of land-use purpose	41
Land/house purchase	51
Land/house inheritance	57
Compensation for resettlement	61
Land boundary	170
Land use rights certificate	171
Other land disputes	52
<b>Total</b>	<b>644</b>



### Civil

Types of civil dispute	Number
Child support upon divorce	15
Marriage registration	18
Divorce	36
Domestic violence	41
Compensation for traffic accident	60
Birth registration	60
Household registration	62
Inheritance	87
Food hygiene and safety	96
<b>Total</b>	<b>475</b>

### Social policy

Types of social policy complaints	Number
Preferential treatment for veterans and their families	60
Social entitlement for people with disabilities	141
Social policy for the poor and near poor	145
Other complaints	20
<b>Total</b>	<b>366</b>

## ANNEX 6: SUSTAINABLE DEVELOPMENT GOALS AND THE JUSTICE INDEX

SDGs	SDG targets	SDG indicators <sup>29</sup>	Justice Index indicators and variables <sup>30</sup>
	5.1 End all forms of discrimination against all women and girls everywhere	5.1.1 Whether or not legal frameworks are in place to promote, enforce and monitor equality and non-discrimination on the basis of sex	<b>2.1.2</b> Non-discrimination on different grounds <b>2.4</b> Equity by social groups <b>H17a</b> Discrimination on the basis of gender
	5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life	5.5.1 Proportion of seats held by women in national parliaments and local governments	<b>H08</b> Public opinion in support of increased proportion of female National Assembly deputies <b>H09</b> Public opinion about setting a quota for female National Assembly deputies
	5.a Undertake reforms to give women equal rights to economic resources, as well as access to ownership and control over land and other forms of property, financial services, inheritance and natural resources, in accordance with national laws	5.a.1 (a) Percentage of people with ownership or secure rights over agricultural land (out of total agricultural population), by sex; and (b) share of women among owners or rights-bearers of agricultural land, by type of tenure	<b>A15a</b> Proportion of women entitled to a land use rights certificate
	5.c Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels	5.c.1 Percentage of countries with systems to track and make public allocations for gender equality and women's empowerment	<b>H16d</b> Protection of gender equality in practice
	10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status	10.2.1 Proportion of people living below 50 per cent of median income, disaggregated by age group, sex and persons with disabilities	<b>A14</b> Proportion of poor and near poor households <b>G01</b> Complaints about social policy for poor and near poor households

	10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard	10.3.1 Percentage of the population reporting having personally felt discriminated against or harassed within the last 12 months on the basis of a ground of discrimination prohibited under international human rights law	<b>H17</b> Discrimination on the basis of gender, ethnicity, religion, disability, migration, sexual orientation, HIV status and poverty level
	16.3 Promote the rule of law at the national and international levels and ensure equal access to justice for all	16.3.1 Percentage of victims of violence in the previous 12 months who reported their victimization to competent authorities or other officially recognized conflict resolution mechanisms (also called crime reporting rate)	<b>C01(4)</b> Justice system responsiveness to victims of domestic violence
	16.6 Develop effective, accountable and transparent institutions at all levels	16.6.1 Primary government expenditures as a percentage of original approved budget, disaggregated by sector (or by budget codes or similar)	<b>3.1</b> Integrity of justice institutions <b>3.2</b> Professional conduct of state and police officers
		16.6.2 Proportion of the population satisfied with their last experience of public services	<b>3.5</b> Public confidence in justice institutions
	16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements	16.10.1 Number of verified cases of killing, kidnapping, enforced disappearance, arbitrary detention and torture of journalists, associated media personnel, trade unionists and human rights advocates in the previous 12 months	<b>H16g</b> Right to access to information in practice <b>H18c</b> Role of media in anti-corruption
	16.b Promote and enforce non-discriminatory laws and policies for sustainable development	16.b.1 Percentage of the population reporting having personally felt discriminated against or harassed in the previous 12 months on the basis of a ground of discrimination prohibited under international human rights law, disaggregated by age group and sex	<b>H17</b> Discrimination on the basis of ethnicity, religion, disability, migration, sexual orientation, HIV status and poverty level

29 These indicators are the final list of proposed Sustainable Development Goal (SDG) indicators for consideration by the Statistical Commission, United Nations Economic and Social Council in February 2016; Source: E/CN.3/2016/2/Rev.1\*.

30 Indicators listed in this column use to numeral codes as presented in Annex 3: Index Frame; Variables are coded as same as the question contain in the survey questionnaire.

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## Implementing Partners



### VIET NAM LAWYERS ASSOCIATION (VLA)

The Viet Nam Lawyers Association, established in April 1955, is a political professional organization of Vietnamese lawyers nationwide. The main functions of the VLA are to participate in law-making, conduct law and judicial research and monitor law implementation. Provincial associations of the VLA participate in legal dissemination and education, and provide legal aid for the poor and vulnerable groups.

The Viet Nam Lawyers Association has supported the Justice Index since its inception and the 2012 and 2015 iterations across provinces.



### CENTRE FOR COMMUNITY SUPPORT AND DEVELOPMENT STUDIES (CECODES)

Established by the Viet Nam Union of Science and Technology Associations in 2007, CECODES is a non-profit, non-governmental organization specialised in development research and community support. The overall function of CECODES is to carry out evidence-based research to assess policy impact and to implement solutions to strengthen the capacity of communities. CECODES works towards contributing to the improvement of governance performance, focusing on facilitating the interactions between the state, market and civil society.

CECODES has coordinated the survey operation and data collection for the Justice Index since 2010, through to the most recent 2015 iteration.



### CENTRE FOR RESEARCH AND TRAINING OF THE VIET NAM FATHERLAND FRONT (VFF-CRT)

The Centre for Research and Training of the Viet Nam Fatherland Front was established in 2012. Its main functions are to provide training of VFF personnel at all levels, to conduct research on relevant topics and to coordinate and partner with other research and training institutions at home and abroad in research and personnel training.



### REAL-TIME ANALYTICS (RTA)

Real-Time Analytics is a research and consulting firm that provides survey and analytics services, powered by its flagship platforms rtSmartSurvey and rtCPMS, which enable real-time mobile-based survey data collections and process management. RTA's advantage is the unique combination of its cutting-edge technology and committed team that helps conduct research with a high quality and at an efficient cost. For the 2015 Justice Index survey RTA provided a new technology platform with 24/7 real-time support for survey operation and data collection.



### UNITED NATIONS DEVELOPMENT PROGRAMME (UNDP)

UNDP is the United Nations' global development organization, a network advocating for change and connecting countries to knowledge, experience and resources to help people build a better life. UNDP is on the ground in 166 countries, working with them on their own solutions to global and national development challenges. As countries develop local capacity, they draw on the people of UNDP and its wide range of partners.

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