FACTORS AFFECTING CITIZENT'S SATISFACTION WITH THE PUBLIC ADMINISTRATIVE SERVICES OF PUBLIC ADMINISTRATIVE AGENCIES IN THAI NGUYEN PROVINCE

A DISSERTATION PAPER

Presented to

School of Graduate Studies

Central Philippine University, Philippines

In Collaboration with

Thai Nguyen University, Vietnam

In Partial Fulfillment

Of the Requirements for the Degree

DOCTOR OF MANAGEMENT

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MAY 2020

DECLARATION

I pledge that this is my own research. The data stated in the thesis is true, all citations are indicated origin. The research results of the dissertation were published in the scientific journal, not identical with any other works.

PhD student

Trần Phạm Văn Cương

LỜI CAM ĐOAN

Tôi xin cam đoan đây là công trình nghiên cứu của riêng tôi. Các số liệu nêu trong luận án là trung thực, mọi trích dẫn đều được chỉ rõ nguồn gốc. Những kết quả nghiên cứu của luận án đã được tác giả công bố trên tạp chí khoa học, không trùng với bất kỳ công trình nào khác.

Tác giả luận án

Tran Pham Van Cuong

ACKNOWLEDGEMENT

The author wishes to convey the gratitude to the following persons who wholeheartedly devoted and helped make this piece of work a reality:

To Associate Prof. Do Anh Tai and PhD. Pham Van Hanh for his advices, guidance, supervision, suggestions and precious time in enthusiastically reading and checking the manuscript, providing the author useful materials;

To the leadership of International Cooperation Center for Training and Study Abroad and their staff for their enthusiasm to support executive for the participants completed the study program.

To the faculties and researchers of Thai Nguyen University of Economics and Business Administration and the respondents of the study, for their active involvement and cooperation which made the conduct of the study possible;

To my family and friends for their love and support in one way or another, and to all who have contributed to make this study a success.

Thank you so much!

Thai Nguyen, May 2020

PhD student

Tran Pham Van Cuong

LỜI CẢM ƠN

Tác giả mong muốn truyền tải lòng biết ơn đến những người sau đây đã hết lòng cống hiến và giúp đỡ tác giả trở thành hiện thực:

Tôi xin bày tỏ lòng biết ơn sâu sắc nhất tới **PGS.TS Đỗ Anh Tài** và **TS. Phạm Văn Hạnh** - người hướng dẫn khoa học đã tận tình giúp đỡ và định hướng để tôi hoàn thiện Luận án.

Trong quá trình học tập và nghiên cứu, tôi cũng đã nhận được sự hỗ trợ và giúp đỡ tận tình từ Ban Giám hiệu, Lãnh đạo và cán bộ của Trung tâm Hợp tác Quốc tế về Đào tạo và Du học, Lãnh đạo Khoa Kinh tế cùng toàn thể các thầy cô giáo tại Trường Đại học Kinh tế và Quản trị Kinh doanh - Đại học Thái Nguyên và Đại học Central Philippine, tôi xin ghi nhận và chân thành cảm ơn.

Cuối cùng, tôi xin bày tỏ lòng biết ơn tới đồng nghiệp, bạn bè và gia đình đã luôn kịp thời động viên, chia sẻ và tạo điều kiện tốt nhất giúp tôi hoàn thành luận án của mình.

Tác giả Luận án

Trần Phạm Văn Cương

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

LIST OF ABRIVIATIONS

OSS	One - stop shop
SERVQUAL	Service Quality
SERVPERF	Service performance
SAT	Citizen's Satisfaction
ATT	Governmental Servant's Attitudes
COM	Governmental Servant's Competency
COST	Cost for public service
TIME	Time for receiving public services
FACT	Service facilities
PRO	Procedures
NPM	New Public Management
KMO	Kaiser-Meyer-Olkin-Kriterium
ANOVA	Analysis of Variance
GFI	Goodness-of-fit Index
AGFI	Adjust Goodness-of- fit Index
CFI	Comparative Fit Index
RMSEA	Root Mean Square Error of Approximation
EFA	Exploratory Factor Analysis
CFA	Confirmatory factor analysis
RMR	Standardized Root Mean Square Residual

CHAPTER 1: INTRODUCTION

1.1. Background and Rationale of the Study

Public sector reform movements around the world in the 1990s, codified as New Public Management (NPM), have been aimed at 'fostering a performance- oriented culture in a less centralized public sector' (OECD, 1995). Such reforms are characterized by key elements including increase in the use of markets and competition providing public services and in emphasis on performance, outputs and customer orientation. One consequence of these reforms has been the reorientation of public services towards their consumers. This has brought with it pressure for better public service quality, from service users as their needs change and their expectations rise in respect of how well services can be performed (Flynn, 1995).

In recent years, the reform of state administration in Vietnam has achieved significantly positive results. Decree 38-CP of the Vietnamese Government dated 04.05.1994 has marked an important step in the development process: implying the administrative procedures and improving the relationship between administrative agencies and citizens. The regulations for implementing the "one- stop shop" in the state administrative agencies, issued with the application of quality management system in operation of the administrative agencies initially, are efficient. On 22/6/2007, the Vietnamese Prime Minister had Decision No. 93/2007/QD-TTg on promulgating the regulations to implement OSS at the local administrative agencies in order to further improve the implementation of "one stop shop" to suit each type of administrative procedures. The government has been implementing projects on not only training and retraining to enhance the capacity of staff, especially those who directly communicate and solve the requirements of citizens but also modernizing the state administration as well as accelerating the construction of spacious administrative offices.

Public administration reforms include organizational reform, reform of cadres and civil servants training and financial reform. These are the internal problems of public