

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

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Of the Requirements for the Degree

DOCTOR OF MANAGEMENT

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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

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

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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/QĐ-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