

**ASSESSING CITIZENS' SATISFACTION WITH THE PUBLIC  
ADMINISTRATIVE SERVICES AT CHUONG MY DISTRICT,  
HANOI CITY**

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## TABLE OF CONTENTS

	PAGE
ACKNOWLEDGMENTS	i
LIST OF FIGURES	iii
LIST OF TABLES	iv
LIST OF ABBREVIATIONS	v
CHAPTER I INTRODUCTION	1
Background and rationale of the study	1
Objectives of the Study	5
Hypotheses	6
Theoretical Framework	7
Conceptual Framework	17
Operational Definitions of variables	21
Significance of the Study	23
Scope and Limitations	24
CHAPTER II REVIEW OF RELATED LITERATURE AND STUDIES	26
Related Literature	26
Related Studies	39
CHAPTER III RESEARCH METHODOLOGY	46
Research Design	46
Population, Sample Size and Sampling Technique	48
Research Instruments	49
Data Gathering Procedure	53

Data Processing and Analysis	54
CHAPTER IV DATA PRESENTATION, ANALYSIS AND INTERPRETATION	56
Demographic Characteristics of Respondents	56
Information Related to Usage of Public Administrative Services	58
Respondents' Perception of Quality of the Public Administrative Services and Emotional Value	61
Respondents' Percieved Satisfaction with Public Administrative Services	68
Relationship between Quality of Public Administrative Services, Emotional Value and Citizens' Satisfaction	69
Differences in Citizens' Satisfaction by their Demographic Characteristics	77
Differences in Citizens' Satisfaction by their knowledge, experience and sectors of public administrative services	80
CHAPTER V SUMMARY, CONCLUSIONS AND POLICY RECOMMENDATIONS	84
Summary	84
Findings	84
Conclusions	85
Policy Recommendations	87
REFERENCES	97
APPENDIXES	107

## LIST OF FIGURES

FIGURE	PAGE
Figure 1. 1. Conceptual Model of Service Quality by Parasuraman .....	10
Figure 1. 2. Performance Only Model (SERVPERF) (Martinez and Martinez, 2010) .....	14
Figure 1. 3. Four Dimensions of PERVAL by Jillian C. Sweeney and Geoffrey N. Soutar .....	17
Figure 1. 4. Conceptual Framework of the Study .....	20
Figure 2. 1. The Kano Model .....	33
Figure 2. 2. The American Customer Satisfaction Index Model .....	35
Figure 4. 1. Sources of Information about the Public Administrative Services which Citizens Used .....	61
Figure 4. 2. Result of Confirmatory Factor Analysis.....	71
Figure 4. 3. Result of SEM at the Second Analysis .....	74
Figure 4. 4. Model of Factors Affecting Citizens' Satisfaction with Public Administrative Services .....	76

## LIST OF TABLES

TABLES	PAGE
Table 3. 1. List of Variables and Initial Items in the Survey Instrument.....	50
Table 3. 2. Results of Reliability Test of Scales .....	53
Table 4. 1. Distribution of Respondents as to Demographics Characteristics.....	57
Table 4. 2. Distribution of Respondents as to Information Related to the Use of Public Administrative Services .....	59
Table 4. 3. Descriptive Statistics of the Different Items in the Components of Public Administrative Services Quality and Emotional Value .....	64
Table 4. 4. Descriptive Statistics for Different Items of Citizens' Satisfaction.....	69
Table 4. 5. The Result of Standardized Regression Weights of CFA.....	72
Table 4. 6. The Results of Testing the Effect of Six Factors to Satisfaction .....	73
Table 4. 7. The Results of Testing the Effect of Four Factors to Satisfaction.....	75
Table 4. 8. The Result of Standardized Regression Weights of Final SEM.....	75
Table 4. 9. The Result of affects of independent variables .....	76
Table 4. 10. Mean Citizens' Satisfaction Score by Demographic Characteristics ...	78
Table 4. 11. Mean Citizens' Satisfaction Scores by Sectors, Experience and Knowledge of Public Administrative Services .....	81

## LIST OF ABBREVIATIONS

<b>Symbol</b>	<b>Explanation</b>
AMOS	the Analysis of Moment Structures
ANOVA	Analysis of Variance
CFA	Confirmatory Factor Analysis
CFI	Comparative fit index
GFI	Goodness of fit index
ISO	International Organization for Standardization
IT	Information Technology
KMO	Kaiser - Meyer - Olkin measure
NPM	New Public Management
OLS	Ordinary Least Square
OSS	One - Stop - Shop
PERVAL	Perceived Value
QFD	Quality Function Deployment
SEM	Structural Equation Modeling
Sig.	Significance
RMSEA	The root mean square error of approximation
SIPAS	Satisfaction index of public administrative service
SPSS	Statistical Package for the Social Sciences
TLI	Tucker and Lewis index
VFF	The Vietnam Fatherland Front
VAVN	The Veterans Association of Vietnam



## **ABSTRACT**

### **ASSESSING CITIZENS' SATISFACTION WITH THE PUBLIC ADMINISTRATIVE SERVICES AT CHUONG MY DISTRICT, HANOI CITY**

**NGUYEN VAN DUY**

This study was conducted to evaluate the citizens' satisfaction with the public administrative services at People's Committee of Chuong My district. Data were gathered from 460 respondents who used the public administrative services at One-Shop-Stop (OSS) part of Chuong My district. The survey instrument was tested for its reliability using the Cronbach's Alpha. Confirmatory Factor Analysis (CFA) was used to test how well the measured variables represent the number of constructs. The instrument was translated to Vietnamese to allow easy understanding of the respondents and conducted in two month – February and March 2017. All the data collected were processed using SPSS AMOS version 22. Analysis made use of descriptive statistics and Structural Equation Modeling (SEM), t-test and Analysis of Variance (ANOVA) to test the hypotheses of the study. The study revealed that most if not the majority of the respondents were females, not more than 45 years old, university educated and working as employee, civil servant or freelancer. The majority of the respondents at Chuong My district used public administrative services of Certification of house ownership and land use rights, once used public administrative services at OSS part of district and have little knowledge of the services. The perceived satisfaction of the respondents of the public administrative services of Chuong My district is considered as “high”. There are no significant differences in the satisfaction of respondents with the public administrative services by their demographic characteristics, experience and knowledge level of public administrative services as well as by sectors of public administrative services. Only four components of public administrative services quality including Tangibility, Assurance, Empathy and Emotional Value were significant determinants of satisfaction. Among the

four factors, Assurance appeared to be the major determinant followed by Empathy while Tangibility and Emotional Value showed to be the least.