

# Satisfaction with Public Service Delivery in the Agriculture and Rural Development Sector

A Survey conducted in Cao Bang and Hoa Binh Province

January 2009

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## ACRONYMS

ARD	Agriculture and Rural Development
CB-GEM	Cao Bang – Governance Extension Marketing Project
DARD	Department of Agriculture and Rural Development
DoHA	Department of Home Affairs
ha	Hectare
HH	Household
IFAD	International Fund for Agriculture and Development
IPM	Integrated Pest management
JICA	Japanese International Cooperation Agency
PS-ARD	Public Service Provision Improvement Programme in Agriculture and Rural Development
MARD	Ministry of Agriculture and Rural Development
M&E	Monitoring & Evaluation
FFS	Farmers' Field School
OPS	Output Based Payment Systems
PAR	Public Administrative Reform
PMSU	Programme Management and Support Unit
PP	Plant Protection
PRSC	Poverty Reduction Support Credit
PSO	Provincial Statistical Office
PTD	Participatory Technology Development
SEDP	Socio-Economic Development Planning
SDC	Swiss Agency for Development and Cooperation
SPAR-CB	Support to administrative Reform Project in Cao Bang
SPSS	Statistical Package for the Social Sciences
VND	Vietnam Dong
VHLSS	Vietnam Household Living Standard Survey
WUG	Water User Group

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## 1. Background

The SDC funded Public Service Provision Improvement Programme in Agriculture and Rural Development (PS-ARD) started in January 2008. During the three years implementation period PS-ARD will focus on capacity building support of public institutions in the Agricultural and rural development (ARD) sector to improve public service delivery in the agriculture and forestry related services in Cao Bang and Hoa Binh Provinces linking with the re-organization of the ARD sector from the national level. As a government aligned programme PS-ARD seeks not to build up an independent monitoring and evaluation system, however where government reporting is not yet in place PS-ARD provides support in developing and testing new methodologies to be incorporated in the system.

Within the Public Administrative Reform (PAR) the Vietnamese Government pursues good governance based on the principles of equity, accountability, democracy and transparency. Within this course conducting user feedback surveys to assess quality of public service delivery has become a key policy action for PAR in the current negotiations between the Vietnamese Government and the Worldbank for the PRSC<sup>1</sup>. Within PS-ARD the collection of users' feedback on the perception of public service provision in the ARD is seen as key indicator to evaluate the success of the program interventions. Public service provision should perceive the farmers as clients whose demands should be met within the existing policy framework. One way to measure the improvement of the service provision hence is to investigate the satisfaction of the 'users' of such services at programme start and after the end of the programme.

Since PS-ARD also aims to improve practiced grassroot democracy through people's participation in local planning (farmers demands and needs are being reflected in the commune SEDP), transparency of commune budgets and general consent with the expenditures people's perception on these aspects of democracy are equally important indicators.

Furthermore the programme's impact hypothesis stipulates that improvement in the above mentioned fields (service provision in ARD, participation and transparency in local planning and budgeting) has an impact on individual households' livelihoods, leading to increased income, improving food security and ultimately reducing poverty.

## 2. Research Methodology

### 2.1. Objective and structure of the survey

The objective of this survey was

*Assessing farmers' satisfaction with service provision of four sub-sectors in Agriculture and Rural Development with regard to access, availability and quality of service products for farmers; feed back was collected regarding farmers' participation in commune SEDP and transparency of*

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<sup>1</sup> Poverty Reduction and Support Credits; user feed back surveys were included as policy action to assess progress in reform implementation (so far only stipulated for public services in education and health)

*commune finances and in addition the income of households in upland communities in Cao Bang and Hoa Binh Provinces.*

In addition the purpose of the survey are as follows:

- ▶ The survey should provide data to create a baseline for the programme's monitoring and evaluation framework and enable the responsible agencies to set achievable targets for improvement of services;
- ▶ The survey should also provide information where service should improve;
- ▶ Furthermore this survey shall serve as an example for the Vietnamese Government institutions to collect user feed back on satisfaction with public service provision as a crucial element to measure the success of the Public Administrative Reform.

## **2.2. Specific content of the survey**

The survey was divided into two main parts:

- **Part I** focusing on the first three indicators collecting citizens' feed back on public service delivery in ARD and elements of grassroots democracy.
  - Satisfaction with public service delivery in the ARD sector
  - Participation in Local Planning for SEDP
  - Transparency in commune financial management
- **Part II** consisted of a questionnaire collecting household economic information.
  - Household income, sources of revenues
  - Number of months with food shortage

### **Part I: Household Satisfaction with service provision and grassroot democracy**

#### **a. Satisfaction with service provision in the ARD Sector**

To assess the satisfaction of citizens with the service provision in the agricultural and rural development sector in Part I of the survey, of special interest were the sub-sectors Agriculture and Forestry Extension, Plant Protection, Animal Health and Irrigation Management. The selected service providers in the two Provinces were those who work most directly with the farmers through their staff in the district branches or staff at commune level. The service providers being surveyed were the following:

- Extension Service / Extension Centre
- Veterinary Service / Veterinary Sub department
- Plant Protection Service / Plant Protection Sub department
- Company for management of irrigation schemes in Hoa Binh and Sub department for Irrigation in Cao Bang, respectively

It should be noted that the key institutions covered in this survey fulfill a lot functions (state management) that are not covered by this survey. They also may not yet have the status of a service provider (per definition of the law and/or the common understanding of service provision); however these institutions fulfill their tasks and roles most closely to the farmers. have activities are the ones that work closest to the farmers and are the ones that farmers are mostly aware of.



### ***Aspects of Service Delivery in ARD in the two Provinces:***

In addition to asking the general satisfaction with the mentioned service providers specific aspects (see table below) were addressed in the interview, such as access, demand orientation, quality and timeliness of ‘service products’ (training and inputs) and the perception regarding qualification or skills of staff.

ASPECT	KEY QUESTION
Access	Have all groups (poor households, women) the same access to the services?
Demand oriented/needs based	Are activities / services according to the demand of the farmers?
Suitability/quality	Are the contents of trainings relevant for the farmer, are they easy to grasp and are they applied in reality (adoption)?
Timeliness	Are inputs provided in accordance with the season and according to request?
Staff skills, responsiveness	How is the quality of the technical guidance? Is staff responding to specific requests in time?

#### **b. Satisfaction with local planning and commune financial management**

Since the programme supports the Vietnamese government in their efforts to increase participation in local planning and decentralization of budgets and financial management the survey also included collection of citizens’ feed back on the participation in local SEDP, degree of involvement in the decision making process and knowledge about and consent with the commune budget and expenditures respectively.

ASPECT	KEY QUESTION
Participation and representation	How many and who participated in local planning meetings for SEDP (representation of poor households and women)?
Inclusion and consent	Do the commune plans reflect villagers (poor households and women) ideas and are budgets allocated accordingly?
Information	In which way would people like to receive information on commune plans and budgets?

## **Part II: Household Economic Information – Income**

Part II comprised detailed information on household economic activities, with specific focus on income sources from different income generating or productive activities. The survey will assess the poverty status, months of food shortage and different sources of income of the households in the programme area. The data collected will also provide information on the ratio of products that are marketed.

With the assessment of the household income the assumption that improved service provision in the ARD sector will ultimately contribute to increasing incomes from agricultural and forestry production as a result of increased productivity and diversification towards a more market oriented production, shall be verified (Impact Hypothesis).

### **2.3. The survey instrument or questionnaire**

In several steps a questionnaire was designed to cover the full scope of the survey addressing the different areas of interest, citizens’ satisfaction with services in ARD and aspects of grassroots

democracy. A useful resource document for the design of the survey / survey instrument was the ADB *“Improving Local Governance and Service Delivery – Citizens’ Report Card Learning Toolkit”*<sup>2</sup>.

**Part I:** Before the initial design of the questionnaire the PS-ARD PMSU team met with the M&E working group<sup>3</sup> to identify and agree on the subsectors in ARD that should be included in the survey. After that the PMSU team discussed with leaders and staff of the selected service providers at province and district level about the scope of services provided. Based on the given information and the institutional knowledge within the PS-ARD team the initial questionnaire was designed. Field tests were conducted in both Provinces, the questionnaires were revised and later jointly reviewed with the service providers. This feed back was very important to ensure that the information given by the interviewed households would be of use for the service providers and to make survey results more acceptable to them. The final survey instrument was presented to and agreed by the Provincial M&E working groups in both Provinces.

As basic rule citizens’ feedback interviews should not last longer than 1 to 1 hour and a half and questions needed to be very short and precise. Nevertheless in conjunction with the economic data collection (see below) the duration of one interview ranged between 2 and 4 hours.

Part I of the Questionnaire (citizens’ feedback) see ANNEX II a.

**Part II:** For the purpose of income assessment it was decided to use the format of the National Vietnam Household Living Standard Survey (VHLSS) to make use of existing systems as much as possible. Using the same format to calculate household income also allows comparing the results of this survey with the results from the National Survey. Apart from avoiding collecting data of a control group as comparison it saves time and costs for developing a new format and training of enumerators. To reduce unnecessary workload the format of the VHLSS was reduced to those parts that were required to calculate the household income (see ANNEX II b).

The reference period for the questions asked was the year 2007, which is the same as for the national VHLSS.

## **2.4. Organization and Implementation of the survey**

The original plan was to have the survey results by July 2008. However it was not possible to recruit adequate consultants. Beginning of June, the PMSU decided to organize the survey directly. The schedule for each step has been summarized in ANNEX I. In best case scenario, this kind of survey however would be a crucial element during the project design phase.

### **2.4.1. Population of interest and sampling**

The population of interest is the farming community in the five mountainous target districts of PS-ARD in Cao Bang and Hoa Binh Provinces. The basic unit of the survey is the household (HH), which is considered to be the direct user of one or more of the four services described above. At the time of conducting the survey the total number of HH in the two districts in Cao

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<sup>2</sup> Print Version 2007, Asian Development Band (ADB) and Asian Development Bank Institute (ADBI)

<sup>3</sup> M&E working groups have been established in both Provinces and consist of 1 or 2 representative from each partner agency.

Bang was 16'896<sup>4</sup> and in the three districts in Hoa Binh was 54'631<sup>5</sup> (see also ANNEX III). With a confidence level of 90% and a margin of error of 5.8 % the statistically appropriate sample size for each Province was calculated to be 200 households.

In each Province six communes were selected according to their general features representing specific sociological (poverty rate, representative ethnic communities) and agro-ecological conditions (upland and lowland) within a district. The survey covers communes that benefit from the 135 programme, and those that are not in this category. The list of communes and the number of households surveyed in each commune is given in ANNEX III. The households had been randomly selected across two to three villages per communes. Villages included those close to the commune centre and those remote to the commune centre.

#### 2.4.2. Limitations of the survey

As stated in the chapter 2.2 the intention was to cover four sub-sectors and aspects of practiced grassroot democracy while keeping the interview time below two hours. Hence the responses to this questionnaire may raise more questions that would need further investigation; this would have exceeded the scope of this survey and also, the answers to those questions are not necessarily at household level and can be found through different kind of surveys.

Also the questionnaire does not include questions about service fees or payments that farmers would have to make. It also does not extend to the question, how services could be improved and by whom these services could be provided (private service companies). This was deliberately avoided, to make sure the questionnaire does not turn into a needs assessment and in addition would create expectations.

It should be noted that the total number of HH in the survey was 200 HH per Province. However it has to be acknowledged that not all HH had equal access to all services which was also one aspect of this survey. However it also means that the number of households benefiting from the various service providers was usually lower than 200 hence reducing the number of responses given in the more specific follow-on questions. The number of households with access, hence the sizes of sub samples is given in table 1.

**Table 1: Sample size per service provider**

Service	Cao Bang	Hoa Binh
<i>Extension Service</i>	186	168
<i>Veterinary Service</i>	193	198
<i>Plant Protection Service</i>	187	38
<i>Irrigation Management</i>	47	128

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<sup>4</sup> Source: District People's Committee

<sup>5</sup> Source: Provincial Statistical Office Hoa Binh

All in all the assessment of ‘satisfaction’ is a tricky one. The question if someone is satisfied or not, or to what degree this is the case, cannot expect to get an objective answer; but is by nature subjective; answers may depend on recent personnel experiences, daily moods and the course of the interview. This is why the question about general satisfaction with ARD service providers was complemented with detailed questions about more objective information, such as participation in activities and responsiveness and skills of staff.

Also related to participation in local planning and information on commune budgets the number of positive responses in Hoa Binh was only 16 and 26 HH, respectively. In Cao Bang the figures were only 50 and 33, respectively. Hence the small sample did not provide a sound basis for any follow-on questions.

#### **2.4.3. Implementation of the field survey**

For the data collection the Provincial Statistical Offices (PSO) had been contracted. The contracting of PSO had three main advantages. Firstly PSO already has basic information regarding population features of the communes which facilitates the process of sampling. Secondly PSO can mobilize a number of qualified enumerators from the districts familiar with the local conditions and often speaking the local language. Those enumerators had already received training in interview techniques and have several years experience with the questionnaire of the VHLSS. Through this move the programme made use of existing resources and also ensured alignment with an existing government system.

#### **2.4.4. Data processing and analysis**

For Part I, citizens’ feed back on public service delivery in ARD and practiced grassroots democracy, the programme used was SPSS<sup>6</sup>, a programme that is very suitable for sociological data processing. Data had been entered and checked by each PSO. The data analysis was done by a project officer within the PMSU.

Processing and analysis of Part II, Household income, was outsourced to an external consultant who developed a program called “PS-ARD Survey” (version 1.0) using EXEL-STAT. The consultant produced required tabulations for further analysis.

The analyzed data set can be seen in ANNEX IV.

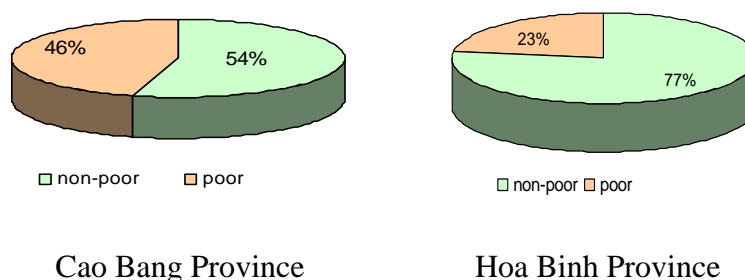
#### **2.4.5. Sample composition**

Based on the number of HH in the target districts of PS-ARD in Cao Bang and Hoa Binh Province the sample size of 200 HH in each Province was defined as statistically sound (see chapter 2.3.1). Of interest was if the composition of the sample reflected the composition of the population in the districts covered by the survey (see also ANNEX III).

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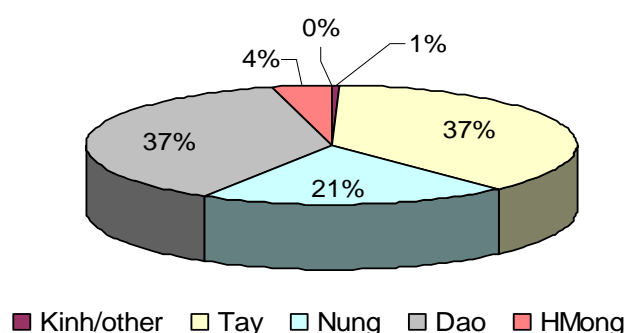
<sup>6</sup> SPSS: Statistical Package for the Social Sciences (Version 17, 2008)

In Cao Bang Province the percentage of poor HH<sup>7</sup> in the sample was with 46 % higher than the average of the two districts with 34 %. This was mainly due to the fact that the district towns, which commonly have lower poverty rates, were not covered by the survey. In Hoa Binh Province the poverty rate of the sample was with 23 % lower than the average of the three districts with 35%.



**Figure 1: Sample composition according to Poverty Status**

The representation of ethnic minorities broadly reflected the ethnic composition of the targeted districts. However within the sample in Hoa Binh Province 100 % of the interviewed households belonged to the Muong people. This was slightly higher than the average across the three districts with 85 % Muong HH.



**Figure 2: Ethnic composition of the survey sample in Cao Bang Province**

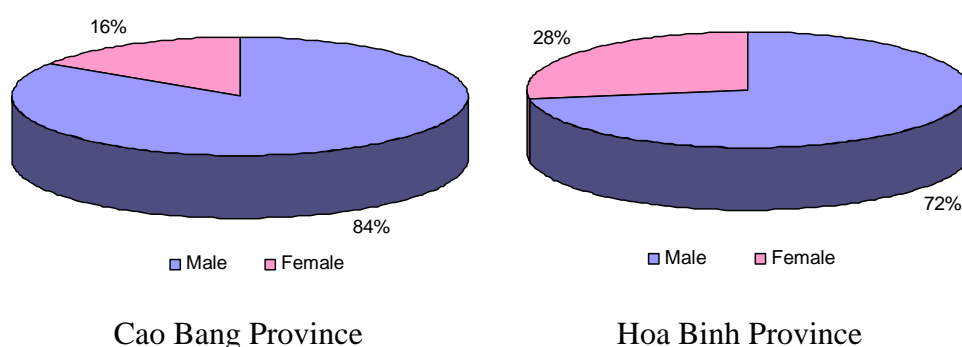
In Cao Bang Province the sample included 37 % Dao people, 37 % Tay, 21 % Nung and 4 % Hmong. Representation by Dao People was higher than the average across two districts with only 22 %, while Nung were less represented compared to the average of 37%. One reason for the higher percentage in the sample is that selection of the survey communes did not include towns which have a higher population of Nung ethnic people and Kinh, respectively.

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<sup>7</sup> National Poverty Standard for the period of 2006-2010 (according to the decision no 170/2005/QĐ-TTg dated 27/05/2005 by the Prime Minister)

Since the main target group for the improved services are upland farmers and ethnic minorities their higher representation in the sample compared to the average district population data was not regarded as a severe bias.

The sample recorded 16 % female headed households in Cao Bang and 27 in Hoa Binh Province, of which the latter figure seems fairly high. The survey cannot provide completely gender disaggregated data, since the unit of this survey is the Household, not the individual. However while the questionnaires usually state the head of the household as the interviewed person - commonly the husband - the reality is that several family members help to answer the questions. In case there are questions that relate to specific knowledge of the female family members those would be asked for information.



***Figure 3: Female Headed Households in the Survey Sample***

### 3. Results and Discussion

The results of the survey are presented starting with the citizens' feed back regarding service provision, followed by perception on practiced grass roots democracy (local planning and financial management) and finally the economic analysis of HH income.

The results are usually described for each Province. Attention was paid to the question if services are equally addressing poor and non-poor HH and how they are perceived by those two household categories. A special chapter was dedicated to the issue if different ethnic minorities had equal access to services and if there was a difference in service quality or the perception of it. This was only the case for Cao Bang, where the ethnic composition of the sample varied considerably. Where appropriate the participation of women to specific service activities was assessed.

#### 3.1. Access and satisfaction with public service provision under various aspects

##### Summary of the general access to different service providers

The questionnaire started with a filter question, which asked if anyone in the family had received support from any of the four service providers (Extension Service, Veterinary Service, Plant Protection Service, Services related to Irrigation Management). The responses were used to define the access to those services. It needs to be acknowledged that the question can only account for the current degree of access; the answer cannot provide information about the general *accessibility* (conditions for getting access) nor if access to a specific service is desired. Hence not having access to a service can also mean that this service is not required, e.g. if farmers do not have land suitable for irrigation schemes irrigation management service is consequently not relevant to them.

Detailed results of the access to the four services are shown in figure 4 below.

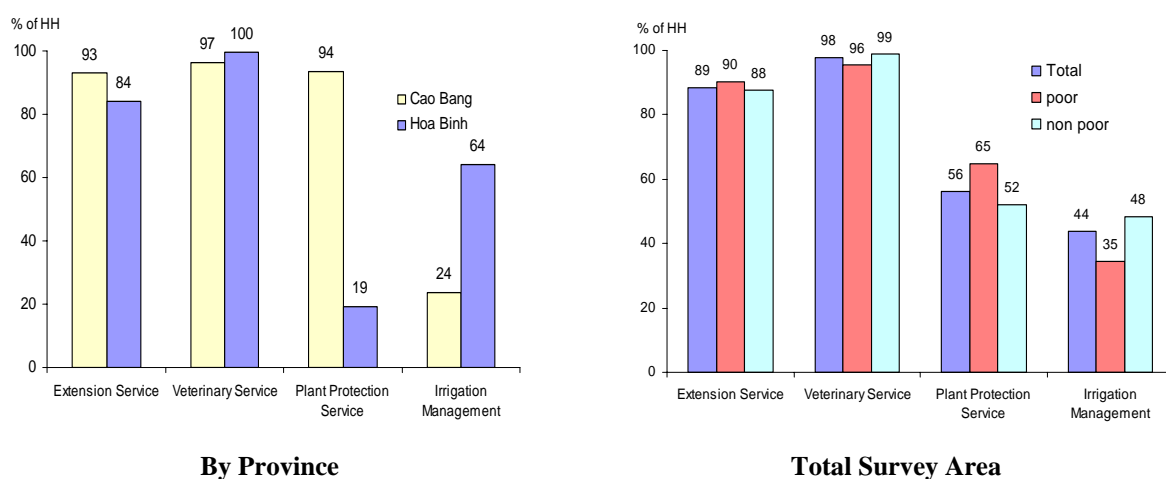


Figure 4: Access to different service providers

The general access to some ARD services was fairly good. In both Provinces access to Extension and Veterinary Service were high with 90 to even 100 %. However there was a distinct difference between the Provinces in the case of access to the Plant Protection Service with less than 20 % of farmers having access to this service in Hoa Binh, compared to more than 90 % in Cao Bang. Also the access to Irrigation Management Services was considerably lower with only

64 % of the interviewed HH in Hoa Binh Province and 24 % in Cao Bang Province, respectively. This is logical because selection of the survey area focused on upland communes which, particularly in Cao Bang, have only limited irrigated land area.

The difference in access to the Plant Protection Services between the two Provinces was striking and data was cross-checked with the information given by HH regarding the resource person in questions of plant protection (see chapter 3.1.3). In both Provinces the majority of interviewed HH (78 % in HB, 51 % in CB) mentioned the sales person for pesticides as the main resource person. It is likely that this person is also perceived as part of the Plant Protection Service by farmers in CB; district station staff often run shops selling the respective inputs. If farmers in Hoa Binh may have distinguished more clearly between government staff and private sales persons, this could explain the big difference in the access figures between the two Provinces.

The access to services in general was about the same for poor and non-poor HH. A small difference could be observed between the two groups with 65 % of the poor HH accessing Plant Protection Services compared to only 52 % of the non-poor HH. Access to Irrigation Management Service was lower for poor HH by 13 % points. This is not surprising, since poor HH tend to have less irrigated land than better-off farming households.

### **Satisfaction with the service provision of selected ARD services**

To get an overview over the general perception of ARD Service providers in the target area farmers were asked about their general satisfaction with the specific services they had access to.

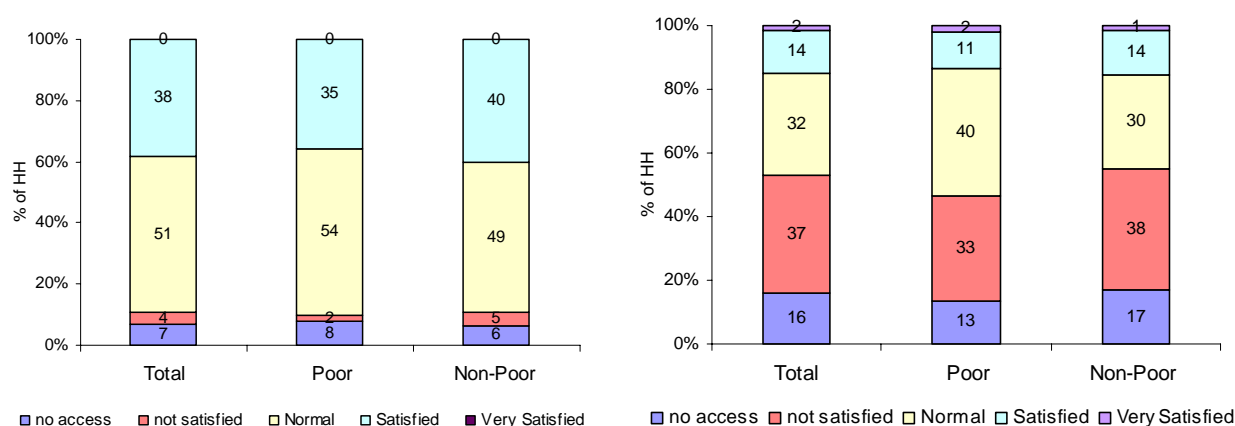
For the assessment of the general satisfaction level four different grades were chosen. With three grades the risk would be that respondents would stick to the (non-committal) middle. Five grades would require too much fine distinction without adding necessary clarity about farmers' perception. The four grades: Not satisfied, normal, satisfied, and very satisfied, allowed to distinguish a clearly positive response (satisfied/very satisfied) from a less positive or even negative response (normal/not satisfied). This was taking into account that farmers would be reluctant to express their dissatisfaction and that a 'normal' service delivery would be one that is 'not bad' but also 'not good', just within the well known 'norms'.

To avoid distortion of the results when access was low it was decided to generally present the data basing the answers on the total sample, hence including the 'access' aspect as first level, basically resulting in 5 general assessment levels for each service: (1) no access, (2) not satisfied, (3) normal, (4) satisfied, (5) very satisfied. However since the access has been already discussed at the beginning of this chapter it will not be discussed in detail in the following sections.

#### **3.1.1. Extension Service**

As can be seen in figure 5 there was a distinct difference in the perception regarding the Extension Service between the Provinces with 37 % of HH in Hoa Binh not satisfied compared to only 4 % in Cao Bang. In Cao Bang Province the extension service quality was perceived as normal by more than half of the interviewed households, and even 38 % were satisfied with it. In Hoa Binh 32 % of the respondents rated the extension service as normal. Differences between poor and non-poor HH in Cao Bang Province were with 35 % of the poor and 40 % of the non-poor HH satisfied smaller than in Hoa Binh, where 40 % of the poor HH perceived the service as normal compared to only 30 % of the non-poor HH. In Hoa Binh only 13 % of the poor HH and 15 % of the non-poor HH, respectively, were satisfied or very satisfied.



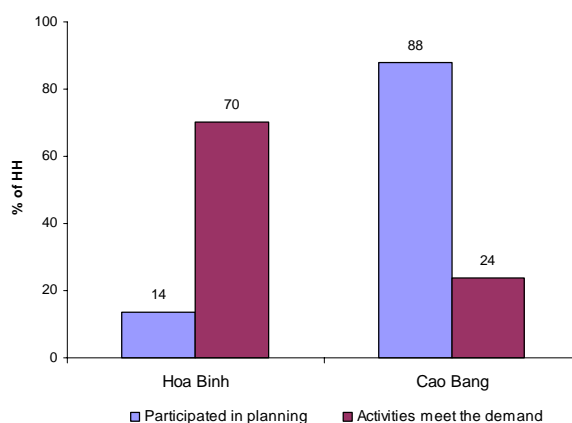


**Cao Bang Province** **Hoa Binh Province**  
**Figure 5: Satisfaction with Extension Service Delivery in two Provinces**

As main reasons for the dissatisfaction in Hoa Binh farmers stated mainly the lacking opportunity to receive technical guidance and training (66 %) and the limited support for (subsidized) seeds and fertilizer. To obtain a clearer picture and help to explain the current statement on general satisfaction – or dissatisfaction - with the support provided by the Extension Service the households were also asked about aspects of specific services provided, such as the demand orientation of activities, the timeliness and quality of inputs and services provided. This information shall provide direction on which areas the service provider needs to improve or put more focus on.

○ Services according to the need of farmers

It was reported by both Extension Centres that the extension staff regularly organizes meetings at grassroots level to plan extension activities. However in HB only 14 % of the interviewed HH stated to have participated in such a meeting, which was considerably lower than the 88 % in CB. However the majority, namely 70 % of those who participated in these meetings in HB, find the extension activities meeting their demand, while this was the case for only 24 % of the HH in CB (see figure 6).

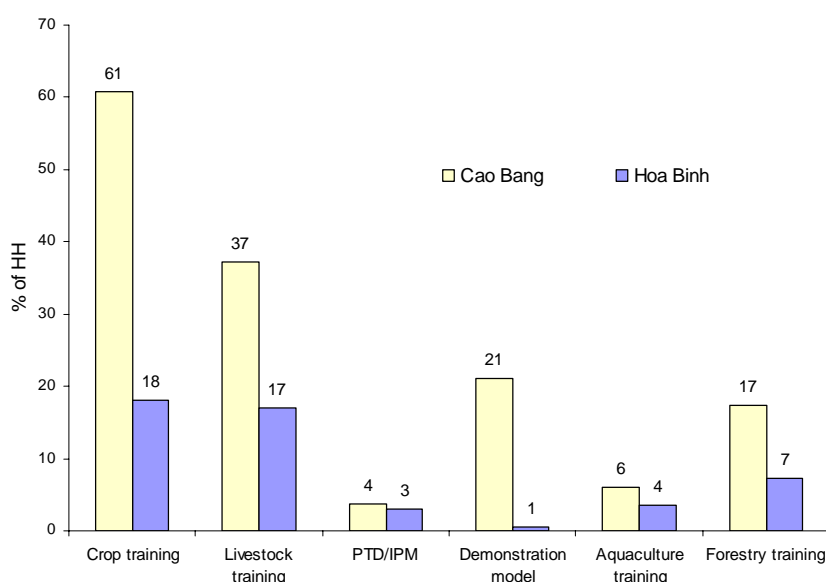


**Figure 6: Participation in main Extension Activities depending on the Province**

There seems to be a negative correlation between the number of participating people in planning meetings for extension activities and the number of people satisfied with the choice of activities or support provided. If only few people have been involved in the planning process they had a better chance that their ideas had been considered and activities had been selected according to their demand. If more people are involved in the planning there is a greater diversity of needs which not all can be considered for implementation. Hence it is more likely that less people find their demands met.

#### ○ Participation in extension activities

Farming households were involved in different extension activities to a varying degree. The overall picture (displayed in figure 7) is that generally more interviewed households in Cao Bang Province stated to have participated directly in various of extension activities compared to those in Hoa Binh Province.

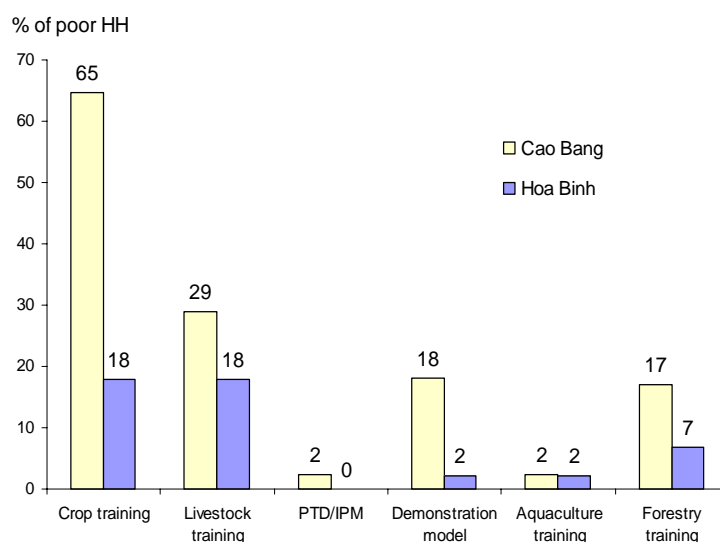


**Figure 7: Participation in main Extension Activities depending on the Province**

In general participation was higher for all extension activities in Cao Bang than in Hoa Binh Province. In Cao Bang 61 % of the respondents stated to have participated in crop cultivation training, 37 % in livestock training, 21 % in Demonstration sites/models and 17 % in forestry training. In Hoa Binh the same activities were attended by only 18 %, 17 %, 1 % and 7 % of the respondents, respectively. For PTD and Aquaculture training the difference was less expressed with only 4 and 3 % of respondents in Cao Bang participating and 3 % and 4 % of the respondents in Hoa Binh Province, respectively. The lack of involvement of farmers in extension activities gives a good explanation for the dissatisfaction with this service in Hoa Binh Province (37 % not satisfied).

As can be seen in figure 8 the difference between poor and non-poor HH was marginal with slightly more poor households involved in crop and forestry training courses, and slightly more non-poor HH participating in Demonstration Models, animal husbandry and aquaculture training. This reflects the reality with more poor households living in the uplands with larger areas of forest land and being more dependant on crop cultivation, while better-off HH have better conditions to rear livestock and build aquaculture systems. In Cao Bang involvement of poor HH in demonstration sites is still fairly high (18 %) when compared with non-poor HH

(24 %), since often poor HH do not meet the criteria of having sufficient land area for the demonstration model.

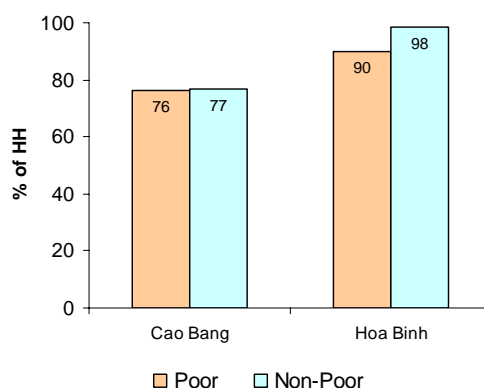


**Figure 8: Participation of poor Households in Extension Activities by Province**

There was no significant difference between poor and non-poor HH in Hoa Binh, but when comparing the two Provinces regarding participation of poor HH in extension activities the percentage for this feature was generally higher in Cao Bang than in Hoa Binh Province. For example in Cao Bang 65 % of the poor said that they had participated in crop cultivation training, while only 29 % of the poor HH interviewed in Hoa Binh had participated in such an activity.

○ Quality of the extension activities

The quality of the extension activities was regarded as rather good in both Provinces and by both wealth groups, whereby 99 – 100 % judged the training contents and the timing as suitable and the new knowledge as easy to grasp. Despite the good overall rating farmers in Cao Bang Province tended to apply new knowledge to a lesser extend; only 77 % of the HH stated that they adopted new technologies compared to 96% in Hoa Binh Province, with marginal difference between the poor and the non-poor (see figure 9).



**Figure 9: Adoption of new technologies by households in both Provinces**

On average some 40% of the respondents (HB: 41 %; CB: 38 %) stated that they had received simple training documents, such as leaflets or flyers.

#### ○ Input Supply

One important service not directly executed by the extension station, but with the organizational support (collecting and calculating lists of beneficiaries, particularly for subsidized inputs within poverty alleviation programs) and linking with the input supply companies, is the delivery of crucial inputs for agricultural production, such as seeds and fertilizer. According to the information from provincial and district extension service this usually is only done for subsidized inputs.

The perception of input supply by farmers is summarized in table 2. According to the interviews in Cao Bang province 88 % of the households registered for seed supply, with slightly less poor HH (83 %) than non-poor (91 %). Registration for fertilizer was with 70 % also higher by non-poor HH compared to 57 % by poor HH. In contrast to this in Hoa Binh HH only registered for seed supply, with 73 % of the poor and 78 % of the non-poor HH. In Hoa Binh Province nearly all HH (96 %) stated that supplies arrived in time, while this was only the case for 82 % of the HH in Cao Bang (78 % of the poor, 86 % of the non-poor).

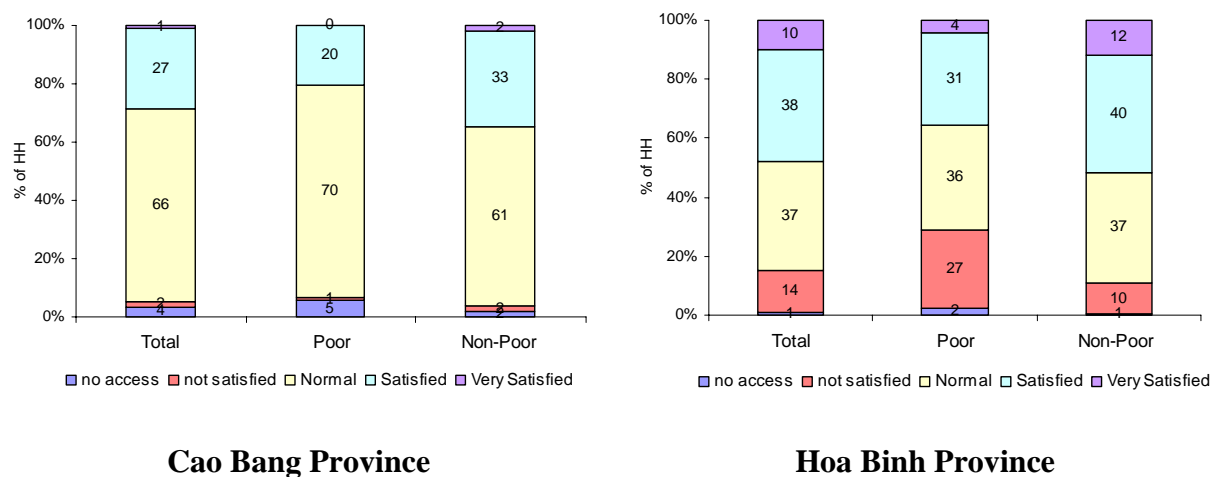
**Table 2: Input Supply in two Provinces**

Province	Cao Bang			Hoa Binh		
	Total	Poor	Non-Poor	Total	Poor	Non-Poor
Registered for seed supply	88	83	91	77	73	78
Registered for fertilizer supply	64	57	70	0	0	0
Supplies delivered in time	82	78	86	96	100	95

While the difference is small, poor HH in both Provinces tend to receive fewer inputs than non-poor HH.

### 3.1.2. Veterinary Service

The Veterinary Service was the one which was most accessible with only 5 % or less not having received support from it in 2007. As with the extension service there was a distinct difference between the two Provinces in the perception of Veterinary Services by farmers (see figure 10).



**Figure 10: Satisfaction with Veterinary Services**

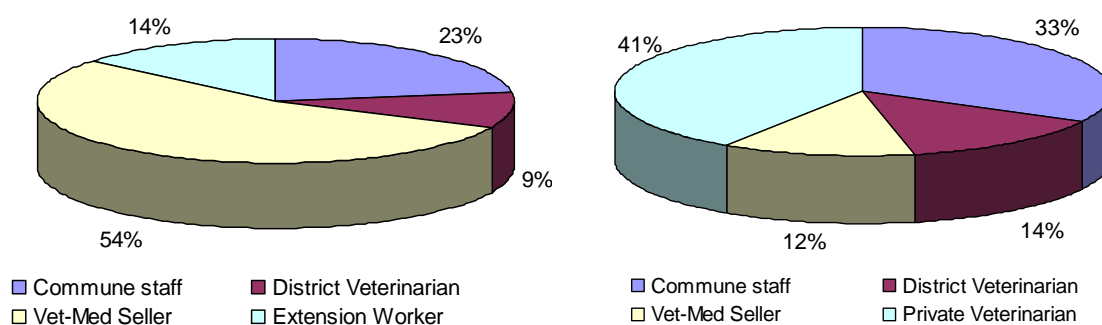
In Cao Bang the majority of interviewed farmers, 66 %, perceived the quality of this service as normal compared to only 37 % in Hoa Binh. The number of farmers satisfied/very satisfied was with only 28 % in Cao Bang considerably lower compared to Hoa Binh with 48 % of the respondents being satisfied / very satisfied. However, in Hoa Binh farmers also expressed their disapproval with a fairly large proportion, 14 %, of the households not satisfied with the Veterinary Service. The main reasons mentioned were insufficient technical skills of the veterinary staff (54 %), lack of enthusiasm (31 %) and geographical distance to the veterinary station.

In Cao Bang Province the general perception of the Veterinary Service differed also between the two categories of HH, poor and non-poor. While only 20 % of the poor HH were satisfied/very satisfied with the Veterinary Service this rating was given by at least 35 % of the non-Poor HH. In Hoa Binh the proportion between the two categories was similar with 35 % of the poor satisfied/very satisfied compared to 52 % of the non-poor HH, respectively. Corresponding to this data the percentage of households not satisfied with the Veterinary Service was with 27 % of the poor HH in Hoa Binh much higher than with 10 % of the non-poor HH. It can be concluded that in both Provinces poor HH were less content with the veterinary service than non-poor HH.

To analyze better the reasons for unsatisfying services in the veterinary sector farmers were asked more specifically about their participation in vaccination campaigns, responsiveness and skills of veterinary staff and quality of services and inputs. This information can be used by the Veterinary Services to better target farmers and provide adequate services.

○ Resource person for veterinary issues

It was important to know who farmers actually consult and ask for assistance in case their animals fell ill. In Cao Bang Province, more than half of the responses, 54 %, mentioned the person selling veterinary medicine as resource person, followed by the commune paravet with 23 %. Only 14 % of the respondents said they would ask extension staff to assist with diseases in livestock, slightly more than the district veterinarian who was mentioned only by 9 % of the respondents. In Hoa Binh the main resource person were private veterinarians, mentioned by 41 % of the respondents, followed by commune staff with 33 %. District Veterinary staff was mentioned by 14 % of the respondents as resource person, and ranked only little more as the person who sells veterinary medicine who was mentioned by only 12 % of the HH.



**Cao Bang Province**

**Hoa Binh Province**

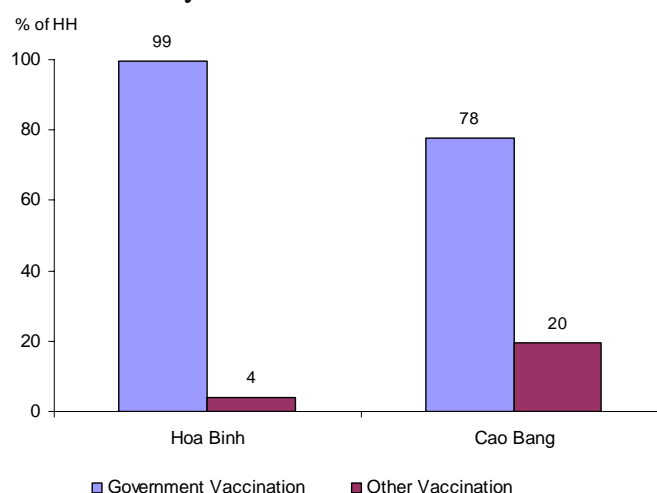
**Figure 11: Use of different Actors for Veterinary Services by farmers**

This data shows that farmers use various service providers and not necessarily staff, directly employed for government, who maybe spend more time on state management functions than service provision.

For further information, in 2007 there was no veterinary staff established at commune level in either Province. But in selected districts of both Provinces village paravets had been trained and assigned for villages or village clusters through international support projects (JVC in Hoa Binh, EU-CBBKRDP-Phase I); while they were not official veterinary staff on the payroll of the veterinary Sub department; those were usually considered by farmers as commune veterinarian.

#### ○ Participation in Vaccination programs

As can be seen in figure 12 the participation in fully subsidized government vaccination campaigns (Foot-and Mouth Disease and Avian Influenza) stated by HH in Cao Bang in those programs was with 78 % considerably lower than in Hoa Binh with 99 %.



**Figure 12: Participation in vaccination programs in two Provinces**

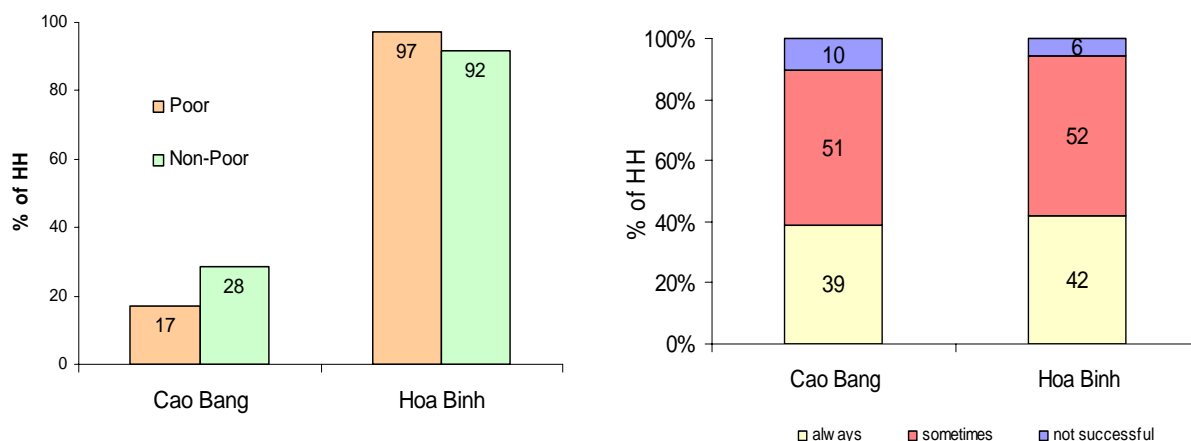
Only 4 % of the HH in HB and only 20% in CB vaccinated their animals against other diseases not covered by the government programme. (see table 3). For both subsidized and not subsidized vaccination percentages of poor HH were marginally lower.

**Table 3: Participation in Vaccination programs depending on wealth**

	Hoa Binh			Cao Bang		
	Total	Poor	Non-Poor	Total	Poor	Non-Poor
Government Vaccination	99	98	99	78	74	80
Other Vaccination	4	2	5	20	17	21

#### ○ Responsiveness of Veterinary staff and success of treatment

The responsiveness of the veterinary service was measured through the preparedness by the veterinarian to personally visit the farm and attending the sick animals. There was a distinct difference between the two Provinces. In Cao Bang Province only 17 % of the poor HH and 28 % of the non-poor HH stated that the veterinarians came to their farm upon the request to treat a sick animal. In contrast to this in Hoa Binh Province Veterinarians where much more responsive, with 97 % and 92 % of poor and non-poor HH, respectively.



*Veterinary staff visits farm upon request*

*Veterinary staff treated animal successful*

**Figure 13: Responsiveness and skills of Veterinary staff**

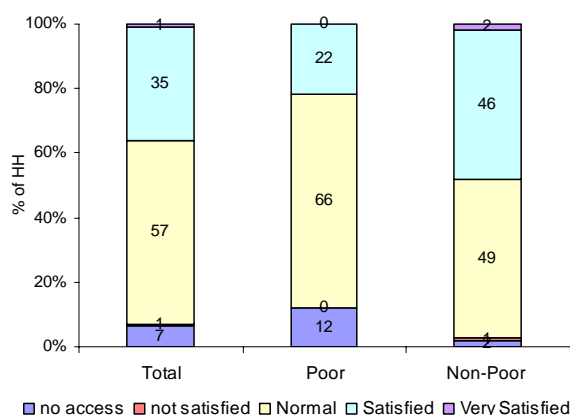
However also this data has to be taken with caution. Since the majority of farmers mention a variety of people as resource person for livestock diseases, the percentage figures in the graph in figure 13 may reflect the actual person asked for assistance, which is not necessarily the government veterinary staff.

In addition not always was the work of the veterinarian successful. According to the interviews only 42 % of the respondents in HB and 39 % in CB stated that the veterinarian treated the animal always successfully. In both Province some 50 % of the respondents stated that the treatment of their animals was only sometimes successful; at least 6 and 10 % of the HH in HB and CB, respectively, declared clearly that the treatment of their animals was not successful. In Cao Bang Province there was a slight favour for the non-poor HH with 42 % stating always successful treatment, compared to only 35 % of the non-poor HH.

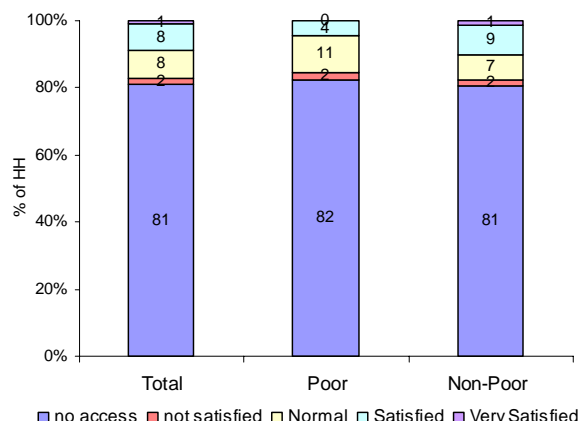
### 3.1.3. Plant Protection Service

As mentioned above the percentage of households having received support from the Plant Protection Service in 2007 differs considerably between the Provinces. The percentage of farmers with no access is in Hoa Binh Province with more than 80 % extremely high compared to only 7 % on average in Cao Bang stated to have no access.

In Cao Bang Province 57 % of the farmers rated the service provided as normal and 36 % were satisfied/very satisfied. There was a clear distinction between poor HH, of which only 22 % were satisfied/very satisfied with the service compared to 48 % of the non-poor HH. In Hoa Binh on average 8 % of the interviewed households stated that the services were normal and 9 % were satisfied/very satisfied (representing about 50 % of the households which received this service). The share of satisfied/very satisfied farmers was with 10 % higher in the category of non-poor HH compared to only 4 % in the poor HH category.



### Cao Bang Province



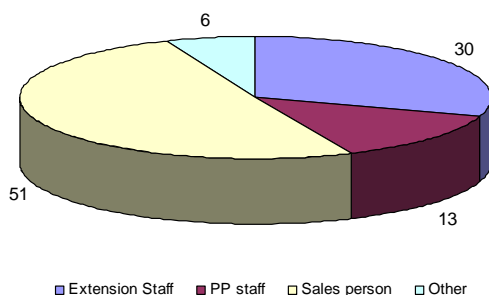
### Hoa Binh Province

**Figure 14: Satisfaction with Plant Protection Service Provision**

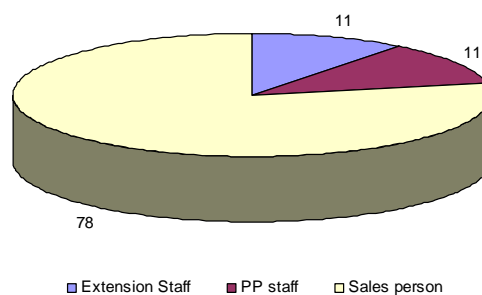
To get a picture in what regards the PP service need to look at to improve, it was analyzed, who was regarded as resource person in questions of Plant Protection, which were the specific service products received by the farmers, what was their quality and if the staff was responsive to the needs of the farmers.

#### ○ Main resource person regarding plant protection

Main resource person regarding PP services for farmers in Hoa Binh Province is with 78 % the sales person for Plant Protection medicine/pesticides (see figure 15).



### Cao Bang Province



### Hoa Binh Province

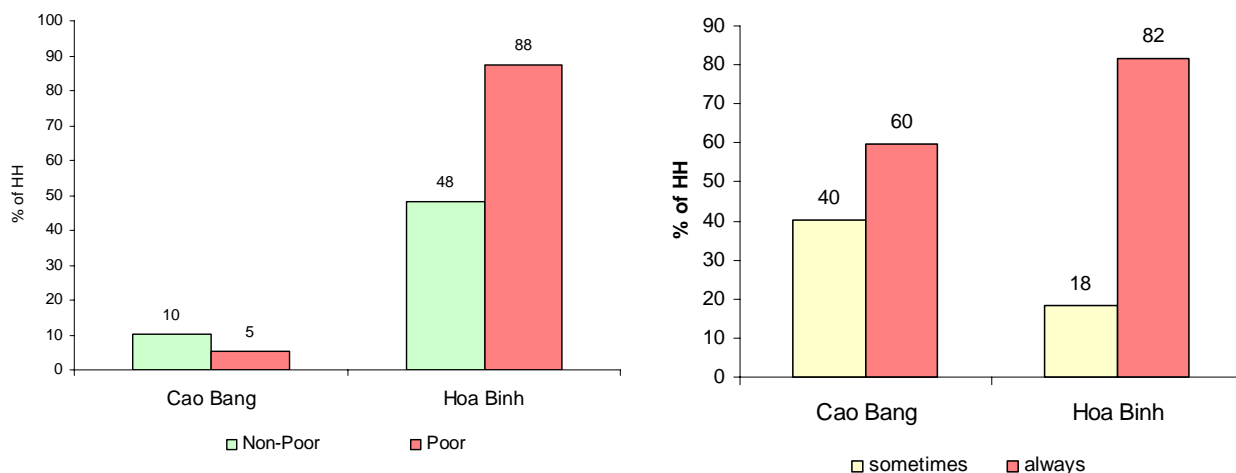
**Figure 15: Resource Persons for Plant Protection in two Provinces**

Extension staff and Plant Protection staff was mentioned equally with 11 %. Also in Cao Bang Province the sales person for pesticides is with 51 % the most important resource person, followed by the extension staff with 30 % and the Plant Protection staff with only 13 %.



○ Responsiveness of Plant Protection staff and success of treatment

Taking into account that in Hoa Binh only 38 HH responded to this question, the percentage of HH stating that PP staff visited the farm upon request was considerably higher than in Cao Bang, with a large difference between non-poor HH with 48 % and poor HH with 88 %. In Cao Bang this was stated by only 10 % and 5 % of the non-poor and poor HH, respectively (see figure 16).



*Plant Protection staff visits farm upon request*

*Treatment by staff regarded as successful*

**Figure 16: Responsiveness of Plant Protection staff and success of PP treatment**

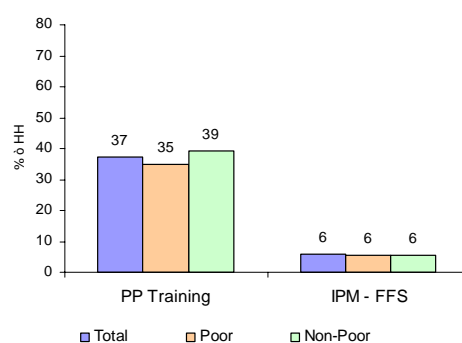
The success of the treatment was equally higher in HB with 82 % acknowledging success of the treatment by staff, compared to only 60 % in Cao Bang, where at least 40 % noted sometimes successful treatment by Plant Protection staff.

In both Provinces nearly all respondents (HB: 100 %, CB: 97 %) said that they can understand and follow the technical guidance given by the staff.

○ Participation in training programs and training quality

Main activities of the Plant Protection Service directly targeted at farmers are Plant Protection training courses and Farmers' Field Schools (FFS) on Integrated Pest management (IPM). In Cao Bang province only 37 % of the respondents had participated in plant protection training courses and even less, 6%, in IPM-FFS; there was little difference between the two categories, poor and non-poor HH.

According to the interviews in Hoa Binh only 7 HH and 4 HH, respectively had benefited from training in Plant Protection or IPM-FFS. Since the total number of responses was only 38 HH (HH with access to PP service) the percentage figure would give a distorted impression. Hence conclusions for any follow-up question on PP service in Hoa Binh needs to be taken carefully.



### Cao Bang Province

**Figure 17: Participation of poor and non-poor HH in Activities of the Plant Protection Service in two Provinces**

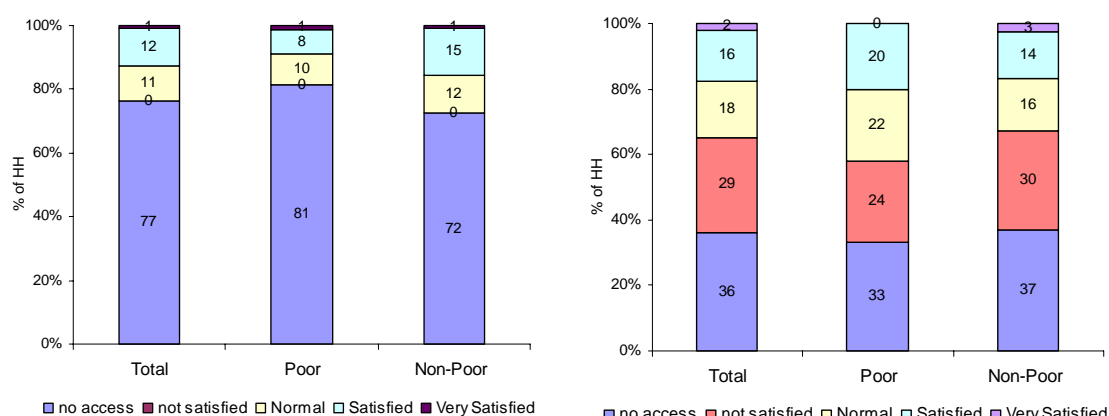
In both Provinces households 100% of the households stated that the training courses were suitable and meeting their demands, the contents easy to grasp and the organization according to the season. Adoption of new techniques was with 85 % lower in Cao Bang Province, with only 70 % of the poor HH applying new knowledge acquired during training courses, compared to 95 % of the non-poor. In Hoa Binh Province all HH stated that they would apply the new knowledge.

**Table 4: Adoption of technical knowledge by Households in both Provinces**

% of HH	Total	Poor	Non-Poor
Cao Bang	85	70	95
Hoa Binh	100	100	100

### 3.1.4. Irrigation Management

As can be seen in figure 18 in Cao Bang 77 % of the interviewed households and 36 % in Hoa Binh had no access to government Irrigation Management in 2007. In Cao Bang 11 % regarded the irrigation management quality as normal and 13 % were satisfied/very satisfied.



### Cao Bang Province

### Hoa Binh Province

**Figure 18: Satisfaction with Irrigation Management Service**

Notably non-poor HH had generally higher access and were more satisfied (16 %) than poor households (9 %). While access was higher in Hoa Binh Province, farmers were clearly less happy with the irrigation management with 29 % of the interviewed households not satisfied with the service provided. Poor households in Hoa Binh were less critical with 42 % judging this service as normal and being satisfied/very satisfied compared to non-poor households with only 33 % giving those ratings. For dissatisfaction with irrigation management in Hoa Binh Province as main reason was given the frequent damages of the irrigation schemes resulting in insufficient water supply.

In the following the different aspects of the irrigation management as perceived by the farmers was analysed, such as the quality of construction of schemes, the maintenance and repairs, the information on and timeliness of water distribution and the persons or agencies who are regarded as responsible for these issues.

○ Irrigated land under government scheme and Water User Groups

In Hoa Binh 64 % of the HH with access to this service stated that their land benefits from a government irrigation scheme (little difference between poor and non-poor HH), in contrast to only 24 % in Cao Bang Province, with only 19 % of the poor HH compared to 28 % of the non-poor HH. Membership in Water User Groups (WUG) was with 99 % in Hoa Binh Province also higher than in Cao Bang with 81 %.

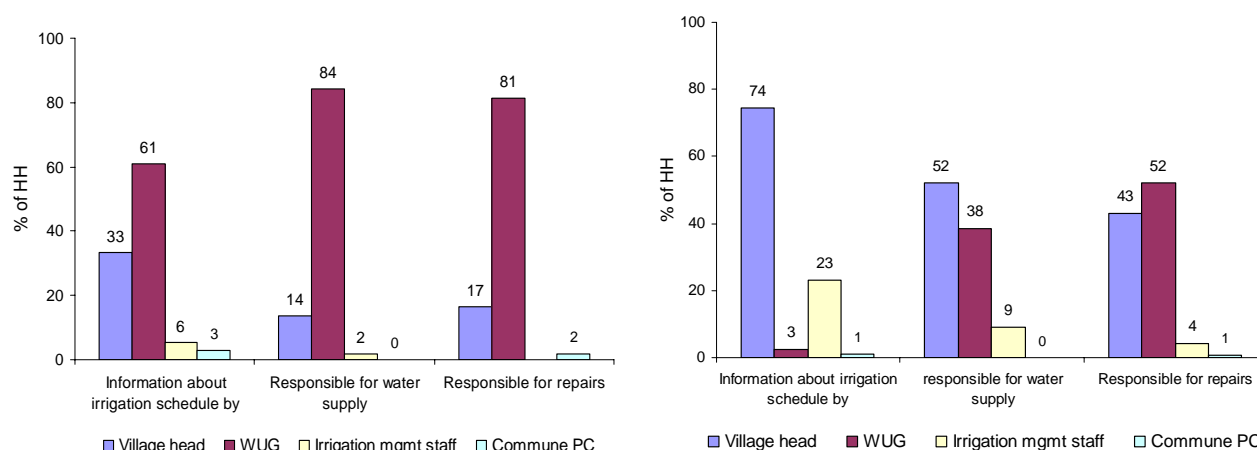
***Table 5: Households with land under government irrigation scheme and membership in Water User Groups***

Province	Hoa Binh		
<b>Characteristic</b>	Total	Poor	Non-Poor
Irrigated land under government scheme	64	67	63
Member of water user group	99	97	100
	Cao Bang		
Irrigated land under government scheme	24	19	28
Member of water user group	81	76	83

○ Responsibility for irrigation management

It was important to understand who farmers perceive as responsible for the different aspects of irrigation management, such as the information about the irrigation schedule, the repair and maintenance of the schemes etc. Results of the interviewees are summarized in figure 19.

There was a distinct difference in perception on the general responsibility for the management of irrigation schemes. In Cao Bang Province farmers clearly saw the main responsibility with the water user group regarding water supply (84 %) and repairs (81 %) as well as providing information about the irrigation schedule (61 %).

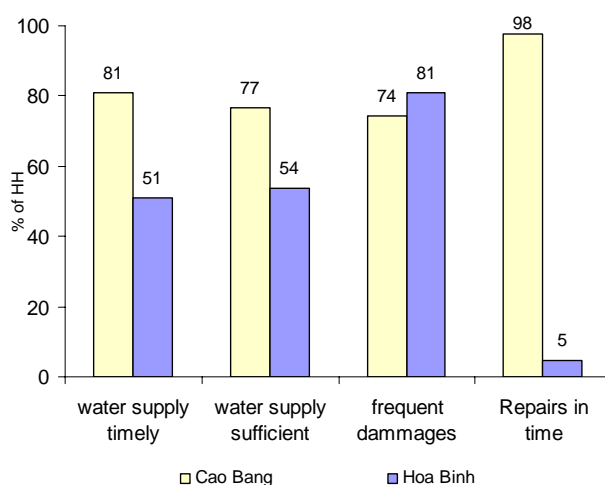


**Cao Bang Province** **Hoa Binh Province**  
**Figure 19: Responsibilities for irrigation management**

The irrigation management staff and commune PC were hardly mentioned as being in charge for the management. In Hoa Binh Province the role of the village head was very pronounced with 74 %, 52 % and 43 % of the farmers perceiving the village head as being responsible for information on irrigation schedules, water supply and repairs, respectively. The Water User Groups seem to play a much reduced role in Hoa Binh seen as being responsible for water supply by 38 % and for repairs by at least 52 % of the respondents, respectively.

#### ○ Quality of schemes and irrigation management

In Cao Bang Province water supply is regarded as timely by 81 % and as sufficient by 77 % of the respondents. In Hoa Binh, the figures are lower with only 51 % and 54 %, respectively. In both Provinces damages to the scheme seem to be a standard problem with 74 % in Cao Bang and 81 % of Households in Hoa Binh Province stating frequent damages. While according to the majority of farmers in Cao Bang province damages were repaired in time, this was only stated by 5 % of the interviewed HH in Hoa Binh Province (see figure 20).



**Figure 20: Satisfaction with quality aspects of irrigation management**

This correlates with the previous information whereby in Cao Bang Water User Groups take clear responsibility for repairs and demonstrate the benefits of a high ownership. In contrast to this farmers in Hoa Binh have a mixed perception regarding the responsibility for repairs, which maybe a reason for delays.

There were only marginal differences in the responses on quality aspects of irrigation management given by poor and non-poor HH.

### **3.2. Aspects of practiced Grassroots Democracy**

The rationale for assessing citizens' satisfaction with aspects of grassroots democracy is based on the legal background of the Law on the organization of Peoples' Councils and Peoples' Committees amended in 2003, Ordinance 34/2007-PLUBTVQH11 on the Implementation of Grassroots Democracy approved in 2007 and the State Budget Law approved by the Prime Minister in 2002. In addition the Directive 33/2004/CT-TTg on the formulation of the SEDP 2006 – 2010 among others stipulated more public participation in developing and evaluating local SEDP.

#### **○ Participation in local planning**

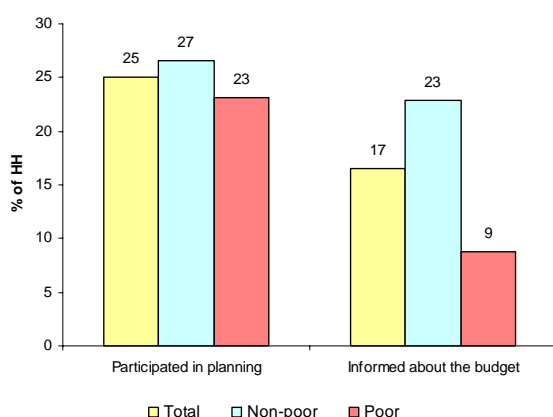
The interviewers faced some difficulties with the question regarding participation in meetings for the commune SEDP. It had been explained to the interviewers that the “Participatory SEDP” is something entirely new and it is basically impossible that anyone has participated in such a planning exercise in 2007, since so far commune level lacked instructions from higher levels on how to involve the public in the planning process<sup>8</sup>. However, it was difficult for interviewees to distinguish this new planning methodology from traditional sector specific village or commune level planning meetings.

Hence 25 % of the interviewed HH in Cao Bang and 8 % in Hoa Binh Province stated that they had participated in village meetings for commune SEDP development (see figure 21). The difference between poor and non-poor was more pronounced in Hoa Binh, where only 2 % of the poor HH stated to have participated in such meetings compared to 10 % of the non-poor HH.

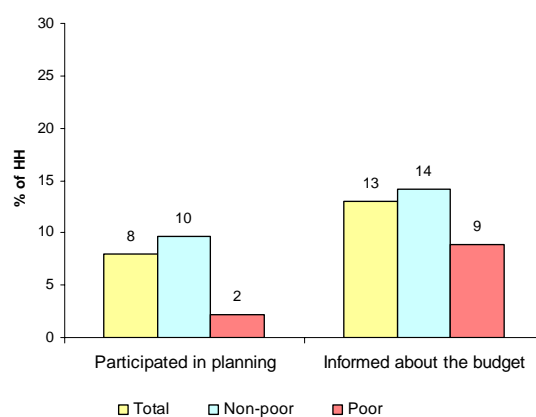
The interviewees were also asked about the contents of the meetings, which mainly were on the topics of establishing the agricultural production plan, collecting information on demand for agricultural inputs, local infrastructure schemes and planning for training and demonstration sites. It becomes obvious that the content of those planning meetings, in which the interviewed HH stated to have participated in, is fundamentally different from the new participatory SEDP, where villagers develop a comprehensive plan across all sectors based on the local conditions and reflecting the demand from the local population to be integrated in the commune SEDP.

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<sup>8</sup> Nong Thi Ha, *Participation of Local People in Socio-Economic Development Planning at Communal Level*, The Graduate Institute Geneva, 2008



### Cao Bang Province



### Hoa Binh Province

**Figure 21: People's participation in local planning and information about Commune budgets**

It seems that the meetings villagers referred to were usually organized either to collect data, such as the estimated agricultural production by each HH, to be aggregated for the district statistics or to organize the grassroots level for activities that have been decided already (organization of demonstration sites and HH selection etc.).

#### ○ Transparency of commune finances

With a view to transparency of commune finances citizens were asked if they were aware of the commune budget, which according to the state budget law has to be publicized.

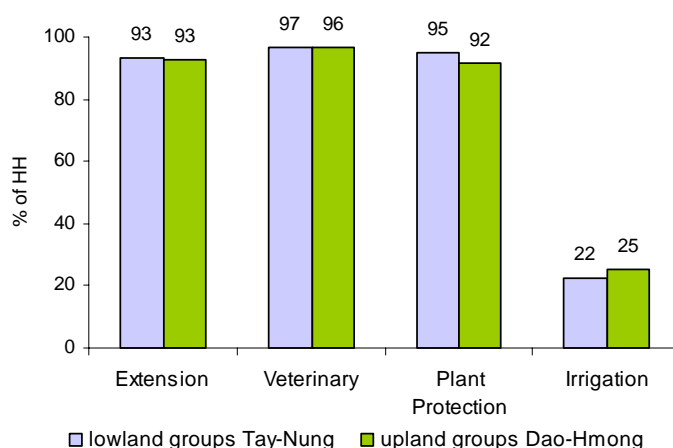
Currently only 13 % of the interviewed households in Hoa Binh Province and 17 % in Cao Bang Province, respectively state to know about the Commune Budget. Taking into account the small sample in the category of poor HH the percentage of HH informed about commune budgets was with only 9 % considerably lower than in the group of non-poor HH with 14 % in Hoa Binh and 23 % in Cao Bang Province.

### 3.3. Aspects of ethnicity and gender in the previous survey results

It is commonly known that services in the ARD sector have been operating more successful with lowland than with upland farming groups. To verify the statement that upland dwelling ethnic groups have generally less access to all kinds of services the following chapter gives particular attention to the services received by different ethnic groups, representing upland and lowland farmers. Furthermore the importance of women in agriculture and rural development has long been acknowledged. Where appropriate the survey investigated the participation of women in specific activities.

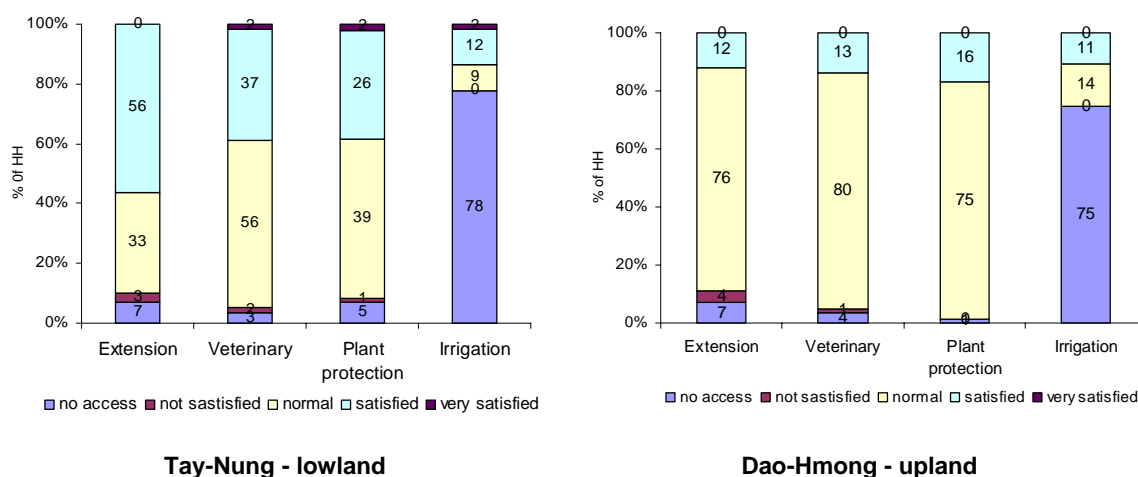
#### 3.3.1. Service Provision depending on Ethnicity

While in Hoa Binh Province all households interviewed belonged to the Muong ethnic people in Cao Bang the sample was much more diverse reflecting the ethnic composition of the local population. It was of interest to find out if there were differences in the service provision between the ethnic groups pre-dominantly farming in lowlands, Tay and Nung, and the classic upland dwelling groups, Dao and Hmong, which usually live remoter and are more difficult to access. The results are presented and discussed below.



**Figure 22: Access to services by "upland" and "lowland" farming ethnic groups in Cao Bang Province**

As can be seen in figure 22 the differences between the two groups in terms of access to the four key services were only marginal. Bigger differences were in terms of satisfaction with the key services. It can be summarized that upland groups were generally less satisfied with the services provided, with only between 11 and 12 % being satisfied with the key services. In the lowland ethnic groups Tay-Nung at least 56 % said they were satisfied with the extension service, 37 % with the Veterinary service and 26 % with the Plant Protection service. Satisfaction with Irrigation management was with 12 % about the same as for upland farming groups (see figure 23).

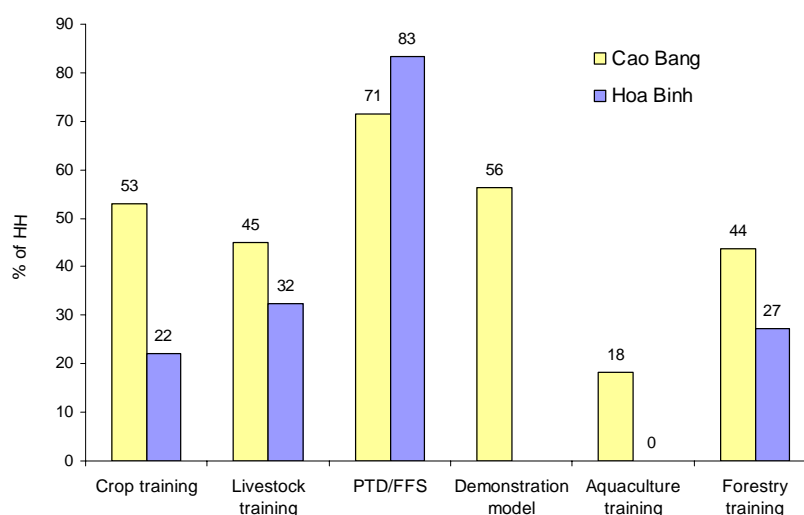


**Figure 23: General satisfaction of "upland" and "lowland" farming ethnic groups with different service providers in Cao Bang Province**

### 3.3.2. Service Provision for women

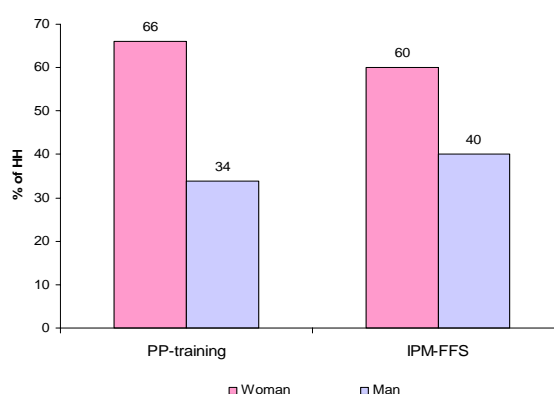
Women participation in most in extension activities seemed higher in Cao Bang Province with on average 53 % of the HH stating that the woman attended the training for crop cultivation, 45 % for livestock and 44 % for forestry; even 56 % of the HH stated the woman was in charge of the demonstration site. In contrast in Hoa Binh only 22, 32 and 27 % of the respondents stated

that the woman participated in crop, livestock and forestry training, respectively. The participation in PTD/FFS was with 83 % in Hoa Binh even higher than in Cao Bang with 71 %. It needs to be noted that due to the generally lower participation in some extension activities the number of responses for this question was often very low, i.e in HB only one HH stated to have participated in a demonstration site (so this information was omitted here).



**Figure 24: Participation of women in extension activities<sup>9</sup>**

Due to small sample size the data for female participation in plant protection activities was summarized for both Provinces. female participation included figures where HH stated that both, husband and wife participated. In general participation of female family members in plant protection training courses and in IPM-FFS was with 66 % and 60 %, respectively, fairly high.



**Figure 25: Women's participation in plant protection activities**

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<sup>9</sup> A small percentage of HH stated that both (husband and wife) participated in the activities; this figure was included here.



### 3.4. Household Economic Information

The information on household economics focuses on the income, but to have a more comprehensive picture it includes the analysis of the different income sources. This will allow analyzing the reasons for change when the survey is repeated after the end of the programme. For example it will be possible to see, if crop cultivation is more diversified, how much of the crops will be marketed and if other income sectors have developed.

The average monthly per capita income had been calculated as the total annual gross income divided by 12 months and the number of HH members (see table 6). As expected the average monthly per capita income was with 533'894 VND higher in Hoa Binh Province than in Cao Bang Province with only 421'579 VND. (In comparison with the 2004 VHLSS data: Average monthly per capita income in the North-Eastern region was 379'000 VND; in the North-Western region rural areas 309'000 VND). The average HH income of the as poor registered HH was 260'785 VND in Cao Bang Province and even 347'034 VND in Hoa Binh Province; both figures are higher than the National Poverty line for the period of 2006 – 2010, which is only 200'000 VND per capita and month for rural areas.

**Table 6: Average income per capita and month**

VND/capita/month	Cao Bang	Hoa Binh
<b>Total</b>	<b>421'579</b>	<b>533'894</b>
Poor Households	260'785	347'034
Non-Poor Households	471'955	541'743

The average number of family members was with 5.0 slightly higher in Hoa Binh than in Cao Bang with 4.8 members per family. The average farm size in the survey area is 1.44 ha, with farmers in Hoa Binh having considerably larger farms (1.83 ha) compared to Cao Bang (1.04 ha). The farm sizes of poor HH was considerably smaller with only 1.08 ha in Hoa Binh and 0.97 ha in Cao Bang, respectively (see table 7).

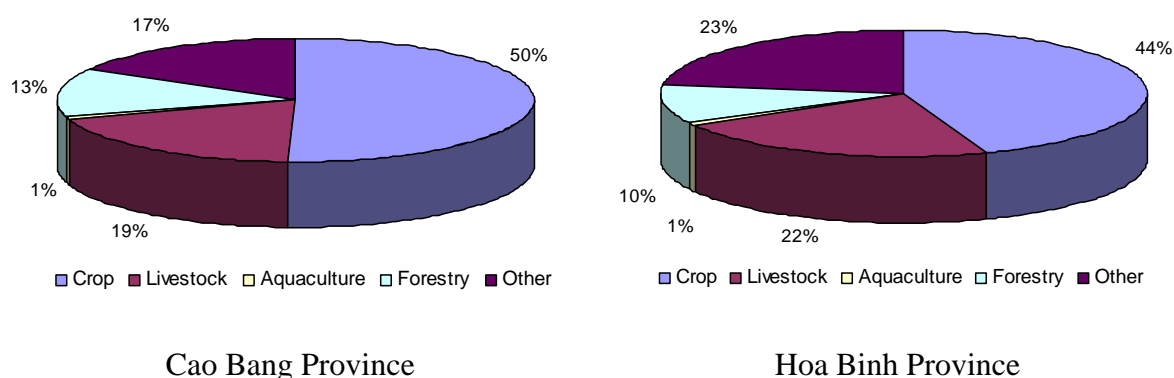
**Table 7: Family and farm sizes in both Provinces**

	No of HH per group	Average number of HH members <sup>*)</sup>	Average farm size (ha)
<b>Cao Bang</b>	<b>198</b>	<b>4.8</b>	<b>1.04</b>
poor	91	4.9	0.97
non-poor	107	4.8	1.09
<b>Hoa Binh</b>	<b>200</b>	<b>5.0</b>	<b>1.83</b>
poor	45	4.6	1.08
non-poor	155	5.0	2.05

<sup>\*)</sup> above the age of six

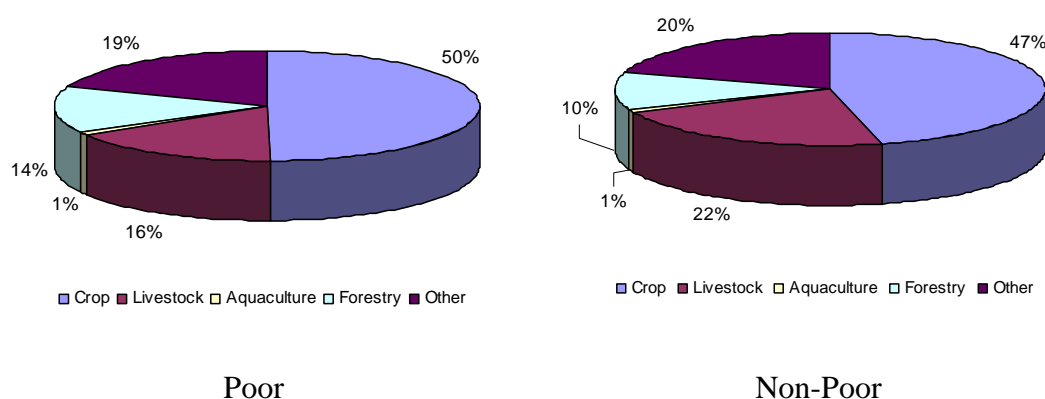
As can be seen in figure 27 quite as expected the main income for the interviewed households came from agriculture in Cao Bang Province with 50 % from crop cultivation, 20 % from livestock and aquaculture together, and 13 % from forestry, totaling 83 %. In Hoa Binh income from agriculture (crop, livestock, aquaculture and forestry) totaled 77 %. Hence farmers in Hoa Binh had with 23 % slightly higher income from other income sources than Cao Bang with only

17 %. Other income sources usually comprise providing agricultural services, conducting business and trade, but also subsidies for schooling or health care.



**Figure 26: Composition of income according to the source**

The differences between poor and non-poor HH in income sources were considerable (see figure 28). A higher percentage, 50 %, of the income for poor HH came from crop production in contrast to 47 % for non-poor HH, whereas income share from the livestock sector was with 16 % considerably lower than in non-poor HH with 22 %. Also it could be seen that poor farmers are more dependant on forest resources, which contribute with 14 % more to their income than the 10 % in non-poor HH.



**Figure 27: Composition of income in poor and non-poor households**

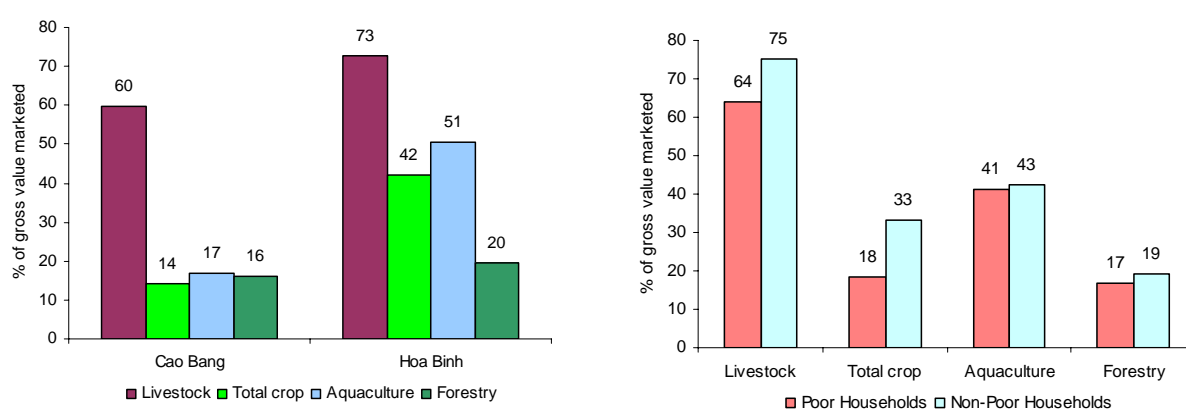
Crop production as main income sector was investigated in more detail and results are given in table 8. Main difference between the two Provinces were the slightly higher gross income from rice/paddy in Cao Bang with 55 % compared to 48 % in Hoa Binh, as was the income from food crops (including maize) with 39 % compared to Hoa Binh with 35 %. In Hoa Binh the contribution from commercial crops and fruit trees was with 11 % and 6 % higher than in Cao Bang with only 4 % and 2 %, respectively. Maize (as part of the food crops) contributed with 31 % considerably more to the income of farmers in Cao Bang compared to only 13 % in Hoa Binh. This is because in Cao Bang the category of food crops constitutes to 81 % of maize, while in Hoa Binh maize makes only 37 % of the food crops.

**Table 8: Composition of gross income from crop production (%)**

	% of gross income from crop production – various categories					
	<i>Rice / Paddy</i>	<i>Commer- cial crops</i>	<i>Fruit- trees</i>	<i>Food crops</i>	<i>of which maize</i>	<i>share of maize in food crops</i>
<b>TOTAL</b>	<b>51</b>	<b>8</b>	<b>4</b>	<b>37</b>	<b>21</b>	<b>58</b>
Poor	51	4	3	41	29	70
Non-Poor	52	9	4	35	19	54
<b>Cao Bang total</b>	<b>55</b>	<b>4</b>	<b>2</b>	<b>39</b>	<b>31</b>	<b>81</b>
Poor	51	5	2	43	35	81
Non-Poor	58	4	2	36	30	82
<b>Hoa Binh total</b>	<b>48</b>	<b>11</b>	<b>6</b>	<b>35</b>	<b>13</b>	<b>37</b>
Poor	53	4	5	38	18	47
Non-Poor	47	13	6	35	12	35

Comparing the two household categories it can be observed that the composition of the calculated income from crops differs between poor and non poor HH mainly in crops; on average across the two Provinces commercial crops contribute more to the income of non-poor HH with 9 % compared to only 4 % for poor HH. However food crops, and here mainly maize contribute with 29 % more to the crop income of poor HH, compared to only 19 % of the non-poor HH.

The current figures for income are not necessarily revenues that end up as cash in the farmer's pocket; so far income has been calculated as a product of the production figures and the market value. Actually only a certain percentage of the products are marketed, while the remainder is used for home consumption. In the following the share of the agricultural, aquaculture and forestry production that was marketed has been analyzed (see figure 29 and table 9).



#### Cao Bang & Hoa Binh Provinces

#### Total Survey area

**Figure 28: Percentage of production that is marketed (% of gross value)**

The highest percentage for marketing happened in the livestock sector with on average 73 % marketed, followed by aquaculture with 42 %. Marketing of crops and even forest products was much lower with on average 30 % and 19 %, respectively. In all four production sectors poor households naturally took products less to the market than non-poor HH.

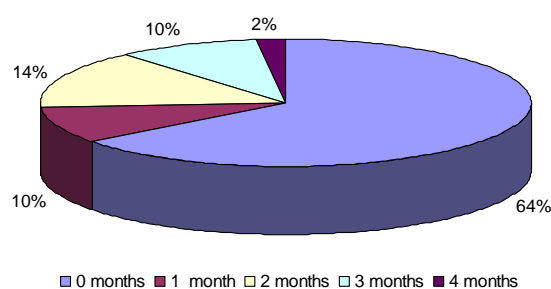
**Table 9: Marketing of different production sectors  
(% of the gross value of the production)**

	Marketed share of production			
	Livestock	Aquaculture	Crops	Forestry
<b>Total</b>	<b>73</b>	<b>42</b>	<b>30</b>	<b>19</b>
Poor	64	41	18	17
Non-Poor	75	43	33	19
<b>Cao Bang total</b>	<b>74</b>	<b>32</b>	<b>14</b>	<b>17</b>
Poor	59	17	13	16
Non-Poor	78	37	15	18
<b>Hoa Binh total</b>	<b>73</b>	<b>51</b>	<b>42</b>	<b>20</b>
Poor	67	61	28	18
Non-Poor	74	47	45	20

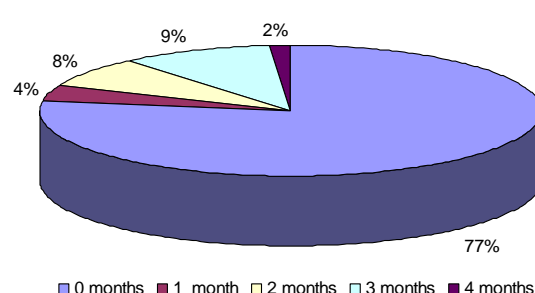
Comparing the two Provinces also here clearly in Cao Bang products were marketed to a lesser extent compared to Hoa Binh Province. Notably this was the case for crops and aquaculture products where only 14 % and 32 %, respectively, of the production value was actually marketed, compared to 42 % and 51 %, respectively in Hoa Binh Province. So it can be concluded that degree of subsistence farming is higher in Cao Bang than in Hoa Binh. This is particularly reflected in the much lower percentage of marketing of crops which in Cao Bang accounted only for 14 % of the total gross value compared to 42 % in Hoa Binh Province.

### 3.5. Food Security

Apart from the general programme's intention to contribute to poverty reduction the programme interventions shall also help to ensure food security. Hence households had been asked how many months per year they lack food. In Cao Bang province the situation is much more pressing with 36 % of the interviewed HH lacking food for one month or more. Within those 24 % of the HH lack one or two months of food and even 12 % of the HH lack food for a period of more than 3 months. In Hoa Binh 23 % of the HH have not enough to eat all year round. 12 % of the HH lack food for one or two months and even 11 % have not sufficient food for more than 3 months.



**Cao Bang Province**



**Hoa Binh Province**

**Figure 29: Food security in two Provinces (Percentage of HH lacking food for 0 to 4 months)**

## 4. Conclusions and Recommendations

The results of this survey give a solid picture of the access to four key public service providers in the ARD sector as perceived by farming households and the satisfaction with key elements those services are providing. In the following key findings are summarized, conclusions are drawn and recommendations are given to improve services in each sector specifically for each Province.

The survey findings also provided a baseline for the two key indicators of practiced grassroots democracy, participation in local SEDP, transparency of and consent with commune budgets.

### 4.1. The Extension Service

In general interviewed households widely stated having received support from the extension services in one way or another, indicating a good access in both Provinces. Satisfaction with the service however differed widely between the Provinces.

Overall Extension Service in Cao Bang Province was rated rather well, with 94 % having access, nearly 40 % of the HH being satisfied with the extension service and more than half regarding the service as normal. This rating was also supported by fairly good participation in the various extension activities, also by poor HH, and the appreciation of their quality. However while nearly all HH interviewed stated participation in planning meetings two third of the respondents did not think that extension service was according to their demand<sup>10</sup>. The reason for this maybe that with its history extension service is mainly perceived as provider of subsidized inputs.

Cao Bang extension service was weak in terms of not being able to ensure adoption of new technical knowledge after farmers have received training or technical guidance. The data suggest that at least 23 % of the HH are not able to apply the transferred knowledge. Since technical guidance was regarded as good, the purchase of required inputs - transport issues and lack of capital – maybe a main cause for the low adoption rate.

The extension service needs to ensure a functioning input supply by improving the timely organization of quality inputs needs, linking with local credit purveyors or input supply companies to provide small short-term loans (in cash or in kind), since particularly subsidized supplies cannot be expanded more widely. The extension centre may also explore sustainable technical solutions for small scale, in particular upland farmers to reduce their dependency from costly external input supplies.

Farmers in Cao Bang are predominantly subsistence farmers and lack several months of food shortage. Due to the limited land area particularly poor farming households are not ready to take big risks to diversify. Food security needs to be addressed in the first place; additional income can be generated to land independent production, such as small livestock or specific agro-forestry products.

The Extension Service in Hoa Binh Province also provides fairly good access with 83 % of HH having received its support. However only some 16 % are satisfied, one third perceives it at normal and nearly 40 % are not satisfied with the service. This is explained by the low

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<sup>10</sup> According to Neuchâtel Group (2006), demand is defined as what people ask for, need and value so much that they are willing to invest their own resources, such as time and money, in order to receive the services.

participation in the various extension activities, which stays below 20 % of the responding HH, and is even lower regarding female participation (less than 10 %). Those who participated in extension activities at least rated the trainings generally as good. This is also supported by the high adoption rate of new techniques and technologies (96 %). The well functioning input supply, at least for seeds, maybe one reason for this. However also farmers have considerable higher incomes than in Cao Bang to purchase inputs themselves.

The Extension Service in Hoa Binh needs to find ways to specifically increase female participation. Farmers' Field Schools have proven to be most appropriate for upland areas. They combine demonstration sites with practical training and should be standard extension methodology. There is a higher potential for diversification and more market oriented production which could be easily further promoted, if farmers were offered the opportunity to make informed choices between different products and goods (in terms of technical appropriateness, as well as economic viability).

According to the survey results farmers in Hoa Binh do not seem to participate in planning of extension activities. This maybe true for the development of annual activity plans. The currently introduced participatory SEDP at commune level creates an opportunity for farmers to formulate their needs and provides the service providers with the basis to plan their activities accordingly and as such respond to the needs. The extension service in Hoa Binh should base their planning on those local SEDP in a systematic manner to better respond to the needs of farmers.

#### **4.2. The Veterinary Service**

Access to Veterinary service seemed to be highest with some 95 % having received support. This is mainly explained by the government vaccination campaigns that are subsidized and require full coverage in vaccination for Foot and Mouth Diseases and Avian Flu.

In Cao Bang Province less than one third of the interviewed HH were satisfied with the Veterinary Service, and even less poor HH; 66 % regarded the service provided as normal. The participation in vaccination campaigns was only 78 %h. Improved information on the scheduling and creating awareness on the purpose of the vaccination, should help to raise this figure; in addition sound skills of veterinarians will help to increase trust and need to be brought up to standard.

The responsiveness of veterinary staff in Cao Bang was regarded as very low, and treatment of animals was often not successful. With a view to the newly established commune veterinarians this should change. However it is crucial for the Province to allocate necessary resources for solid training of commune veterinarians; to ensure that capacity building efforts are not wasted, selection of trainees need to be done carefully and should depend on a minimum term of employment. Output Based Payment System could be used to encourage veterinarians to increase their enthusiasm in vaccination campaigns. With the high potential of Cao Bang Province to develop the livestock sector it is fundamental to establish a well functioning veterinary service that reaches the farming households also in remote areas. It is obvious that

with the provincial plans to promote livestock production<sup>11</sup>, there is a potential of increasing disease pressure and risk of epidemics which could jeopardize future livestock development programs. Establishing skilled commune veterinarian close to the farmers is a crucial element in minimizing this risk.

It is noteworthy that in Cao Bang the sales person for veterinary drugs obviously fulfills a distinct role as resource person for farmers. It would be worthwhile to investigate further if the drug sellers can meet the current demand for advisory service, and if not, how many more veterinary drug sellers or private veterinarians would need to be licensed to meet the demand. Also here it could be investigated if Output Based Payment would offer an opportunity to involve private veterinarians in certain government funded tasks, such vaccination campaigns .

In Hoa Binh Province the responses regarding satisfaction with the veterinary service varied widely with at least 10 % very satisfied, and 38 % satisfied. But also 14 % of respondents not satisfied. This is surprising since responsiveness of staff was regarded by 90 % of the respondents as good. However also success of the treatments was very inconsistent, which could be an explanation for this rating.

As in Cao Bang farmers in Hoa Binh use various people as resource persons to assist with their sick animals. It is not clear how qualified those people are and if they can provide adequate advise to the farmers. Also here a follow-up would be necessary, as would be with strengthening of the commune level veterinarians recently established in the Province. Same recommendations as for Cao Bang Province are given.

### **4.3. The Plant Protection Service**

The large difference regarding access to Plant Protection Services in both Provinces was surprising and reasons for this have been partly explained in chapter 3.1.

While it was reported that the outreach of the plant protection service in Cao Bang Province is rather small 94 % of farmers interviewed claimed to have received support from the Plant Protection Service. However only 42 % actually participated in PP training courses and IPM-FFS, but in those activities at least poor and women were fairly well represented. At least 36 % of the interviewed HH were satisfied with the support received, while at nearly 60 % rated the service as normal. Responsiveness by PP-staff was regarded as rather poor with less than 10 % paying visits to the field to diagnose the pest and moderate success with the treatments.

Again the sales person for pesticides fulfills an important role as advisor for the farmers, and consultation with the sales person – being perceived as part of the plant protection service - could explain the high access figure. Number and qualification of sales persons and their link to the public plant protection service in the districts should be further looked into, to see if they fully meet the demand of farmers and in what way private sales persons could provide services according to an Output Based Payment System.

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<sup>11</sup> The Policy regarding 'encouraging' livestock development; *The policy to support the implementation of the cattle development programme - Sửa đổi bổ xung chính sách hỗ trợ thực hiện chương trình phát triển đàn bò; The programme to breed livestock for the period 2010 to 2015 (personnel communication DARD Cao Bang Province)*

The generally low access to plant protection service in Hoa Binh Province of less than 20 % should be of concern to the Provincial Sub department. It is however possible that plant protection services are partly covered by the extension staff, which are mentioned as resource person by the same number of HH as PP staff. Institutional analysis needs to clarify the roles of both agencies in this field; if PP tasks and responsibilities are largely covered by the extension service to the satisfaction of farmers the Province should look into reviewing the resource allocation accordingly, if not yet happened. However actually the main resource person for farmers – as in Cao Bang Province - is the sales person for plant protection medicine. The recommendations are the same as above.

#### **4.4. Irrigation Management**

Due to the fact that the programme is aiming to improve services in ARD particularly in upland areas access to this services was less than 80 % in Cao Bang Province and 64 % in Hoa Binh Province. Since in the sample the number of HH with land under irrigation schemes was limited possibly also demand for this kind of service provision may not be as eminent as with the other three service sectors.

In Cao Bang Province of those with access some 50 % were very/satisfied with the irrigation management. However in Cao Bang Province the majority of respondents saw the responsibility for the irrigation management with the Water User Group that had been established when the scheme were handed over to the local community. The high ownership resulted in more farmers being satisfied with the service.

In Hoa Binh Province 29 % of the interviewed HH were not satisfied with the service in irrigation management. Unclear responsibilities (village head, irrigation management staff, water user group) and lack of ownership maybe the main reasons for this. Some fifty percent of HH saw main responsibilities for irrigation related service with the village head. putting a huge responsibility and burden on the village leaders. Establishment of Water User Groups and handing over of responsibilities after a scheme is finished needs to be communicated better.

One major issue in both Provinces was reportedly frequent damages of the irrigations schemes, an indicator for poor construction quality. Both Provinces should look into improving the quality of construction by also handing this part of the irrigation management over to the local community whenever possible. Evidently community development funds are suitable for realization of small scale infrastructure projects with high efficiency.

#### **4.5. Grassroots democracy – Commune SEDP and commune budgets**

The assessment of these two aspects was mainly to provide a baseline for the monitoring of the programme purpose.

In both Provinces participation in local SEDP was with 25 % in Cao Bang province and 8 % in Hoa Binh considerably high given the fact that participatory SEDP was only introduced in the survey districts in 2008. Enquiring about the contents of the planning meetings it became apparent that those sector related meetings were rather to organize implementation of top-down plans. Genuine village planning meetings reflecting farmers' demands and their inclusion in the commune SEDP have not yet been conducted in 2007.

The general participation in comprehensive village meetings for SEDP development should increase during the PS-ARD programme implementation, and hence will also allow to increase inclusion of village plans in the commune SEDP. Attention needs to be paid to increase participation from poor households and inclusion of ideas from the villages with a majority of



poor people as well as the inclusion of request specifically raised by women. In case villagers' demands cannot be fulfilled (for example if they mainly request subsidized inputs, or if requests are not in line with district strategies and hence cannot find funding), a clear communication strategy needs to be in place to make people understand the frame conditions of the commune development plan.

Only 17 % of interviewed HH in Cao Bang and 13 % in Hoa Binh, respectively stated to know the commune budget. Since the publishing of commune budget is not practiced yet there is a good opportunity to support the provinces in raising those figures. Linked with local participatory SEDP there should also be wide consent with the budget allocation.

Both Provinces should identify the most appropriate way to publicize commune budgets to a wider audience, and create the conditions for communes to use this method.

#### **4.6. Ethnic minorities and gender aspect**

While with the exception of irrigation management upland dwelling ethnic minority groups, such as Dao and Hmong seem to have sufficient access to the key services in the ARD sector. However through the definition of access in this survey (having received support), the intensity of this support cannot be specified. Hence their satisfaction with the services provided was not very high compared to lowland dwelling Tay and Nung minorities. This survey was actually not designed to make a statistically sound comparison between ethnic groups; and also with the given results it is not possible to go into much detail due to the small sample for each group. Another possible reason for dissatisfaction could be the inappropriateness of new technologies, seed varieties and breeds for uplands, while there has been acknowledged improvement over the last decade.

In terms of female participation the results show high participation of women in extension activities in Cao Bang Province, and in the activities of Plant Protection Sub departments, while female participation in extension activities in Hoa Binh seemed rather low. The data should be cross checked with the actual attendance lists of activities. If the low participation of women is confirmed, women participation should be encouraged more where appropriate.

### **5. Defining measurable indicators for programme evaluation**

The programme partners have been requested to identify measurable indicators for monitoring and evaluation of the programme success. Based on the objectives of the programme and the programme Logframe and in consistency with the National M&E framework for SEDP (*Decision No-555 /QD-BKH, May 30, 2007*) key indicators for the PS-ARD had been identified and were approved by the Provincial M&E Working Groups. The four key indicators addressed through this citizen feed back survey are:

- ▶ Satisfaction of farmers with public services in the ARD sector
- ▶ Satisfaction with commune level SEDP
- ▶ Satisfaction with commune financial management and
- ▶ Income level, poverty rate and food security

Using the current data as a baseline the Provinces can set individual and realistic targets with a view to improving performance in service delivery, providing demand oriented pro-poor services to achieve a higher degree of satisfaction in the key – sectors within the next three years.

The targets to be aimed at will have to be decided by the provincial departments. For example the percentage of HH satisfied should be at least 50 %, while there should be no more than 10 % of HH not satisfied.

It could also help if service providers clearly inform about their service products and what they have to offer to increase the awareness about what each service provider's role and tasks are. Unfortunately farmers still widely perceive government staff and agencies as a source for free inputs in the first place.

Regarding participation in local planning and transparency of commune finances both Provinces should aim high. At least in the five districts covered by the Programme, the participation in local planning should be at least 80 % with balanced participation from poor HH and women. Inclusion of village plans in Commune SEDP very much depends on the Provincial and District level plans and direction as well as financial resources. Commune budgets should be publicly displayed in a prominent place and reported during village meetings. This could increase number of HH informed about commune budget to 80 %. Consent with budget allocation again is a matter of district and provincial plans and frameworks allowing communes to adapt to the demand and requirements of their citizens. The more people are involved in the local planning the more diverse the demands may be. Only the decentralization of budget allocation to the commune will allow enough flexibility to respond to farmers' demands and achieve a high percentage of citizens satisfied with the use of commune budgets.

In general for both commune SEDP and budget allocation ensuring a clear and participatory process of prioritizing activities for the commune and a better communication strategy to explain why activities are not included (or financed) could help to improve general acceptance of plans and budgets. Furthermore the Districts and Province need to screen the new SEDP as developed in the communes to see if they need to adapt their SED Strategy, and as such providing the framework for communes to better respond to the needs of their citizen's.

## **6. Outlook**

This kind of survey, assessing citizen feed-back, is very new to Vietnam and only few examples exist, such as the citizens feed-back conducted in four cities in VN, supported by Worldbank<sup>12</sup>. Therefore the Programme Management and Support Unit (PMSU) of PS-ARD took the initiative to organize the first survey to create the baseline for the programme and provide an example for measuring the satisfaction with public service provision. While doing so the PMSU took into consideration using existing methodologies and organizations for the implementation. This provides could conditions for the local partners to repeat the survey with own resources.

This survey relates to service provision in the ARD sector, hence the main responsibility would be with DARD or at national level with MARD; however the general task of conducting citizens' feed-back surveys or opinion polls to measure performance and demand orientation of public service providers as a crucial element of PAR falls more in the responsibility of DoHA or MoHA, respectively, ensuring that the survey is not a kind of self-evaluation with the risk of being biased. The responsibility should be assigned by the Provincial PC.

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<sup>12</sup> Personnel communication

Originally it was also foreseen to conduct the survey in districts that are not covered by the Programme to be able to assess contribution of the Programme to improved service delivery and hence higher satisfaction. Due to the fact that other districts are also covered by programs, such as JICA in Hoa Binh Province, Helvetas funded CB-GEM or IFAD in Cao Bang province, it was concluded that it is impossible to have an 'aid free' sample; it is questionable if the additional costs (another sample of 200 HH per Province would be necessary) are justified for having little more assurance - if any - regarding the attribution of the programme to poverty alleviation.

In the future the Provincial Governments should assign an agency directly for this kind of survey to measure the benefits of PAR regarding public service provision at the user level. For this the following steps are recommended:

1. Present findings of this survey and methodology.
2. Review approach of citizens' feedback regarding purpose, costs, implementation methodology and adapt according to the requirements of the Province (expanding to other service sectors, inter-district comparison etc...).
3. Identify responsible agency for organization and design of the survey and for the implementation of the survey, respectively.
4. Build capacity regarding survey design, interview techniques, data processing and analysis.
5. Train new capacities and competencies on the job through repetition of the survey for programme evaluation into the partner plans.

With those recommendations implemented, government agencies would be well equipped to make citizens' feed back a standard exercise for evaluation of programs related to PAR and service delivery in general. However also the involvement of non-state actors in the assessment of citizens' feed back should be taken into consideration.

If linked to the VHLSS, which is conducted every two years, the survey would be best repeated in 2010. The problem is that the VHLSS then refers to the previous year (2009) and it is unlikely that programme related changes in HH income would have kicked in within such a short time; hence the survey would be best conducted after the project has been completed, in 2012 (referring to the year 2011). However citizens' feed back can also be conducted independent of the HH income surveys and could be repeated towards the end of the programme period in 2010.

## ANNEX I                      Implementation Schedule

Activity	Date
Development of draft Questionnaire by PMSU	15 <sup>th</sup> of May
Signing Contract with PSO Hoa Binh	1st of June
Meeting with Provincial ARD Service Providers in Hoa Binh	6 <sup>th</sup> of June
Meeting with Provincial ARD Service Providers Cao Bang	10 <sup>th</sup> & 11 <sup>th</sup> of June
Revision of questionnaire	
Field testing of questionnaire Hoa Binh	23 <sup>rd</sup> of June
Approval of the questionnaire by Working Group Hoa Binh	24 <sup>th</sup> of June
Training of enumerators Hoa Binh	25 <sup>th</sup> of June
Start of Survey in Hoa Binh	27 <sup>th</sup> of June
Design of database/software for PART I	
Signing Contract with PSO Cao Bang	3 <sup>rd</sup> of July
Field testing of Questionnaire Cao Bang	8 <sup>th</sup> of July
Approval of the questionnaire by Working Group Cao Bang	9 <sup>th</sup> of July
Training of enumerators Cao Bang	10 <sup>th</sup> & 11 <sup>th</sup> of July
Start of Survey in Cao Bang	23 <sup>rd</sup> of July
Contract with IT expert for analysis of Economic Information	
Handing over data Hoa Binh	10 <sup>th</sup> of August
Handing over data Cao Bang	30 <sup>th</sup> of August
Data entry and processing	15 <sup>th</sup> of September
Analysis and Report writing	15 <sup>th</sup> of September
1 <sup>st</sup> Draft Report	5 <sup>th</sup> of October
Final Draft Report	24 <sup>th</sup> of October
Final Report	January 2009

## ANNEX II a

Household no:

### Questionnaire for Household Interview

Province:

District: .....

Commune: .....

Village: .....

This questionnaire is only used to record the comments of the farmers on the quality of public service delivery in ARD, covering the Extension, Veterinary and Plant Protection Service and Services related to irrigation management.

Household and name of head of HH: .....

Sex (head of HH):    Male ☐ Female ☐

Ethnicity (head of HH): .....

This household was registered as poor in 2007 ☐

In 2007, how many months this HH was lacking food? .....

Name of the Enumerator: .....

Name of the Team leader: .....

In 2007, did you (or members in your family) receive any support from the following service providers?

- |                      |                              |                             |
|----------------------|------------------------------|-----------------------------|
| (1) Extension        | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| (2) Veterinary       | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| (3) Plant protection | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| (4) Irrigation       | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

*( If the answer is “Yes” for any one of the services above go to the respective part in the questionnaire, e.g. if the answer is “yes” for Extension and Veterinary Services continue the interview with Part I and Part II. If the answer is “No” for all above services stop the interview and move to the next household on your list).*

## Part I: Agriculture Extension (including Forestry and Aquaculture)

1. Was there any village or commune meeting organized to assess the training needs of villagers regarding agro-forestry production techniques?  
☐ Yes  
☐ No (>> 3)
2. Did the district extension staff organize training courses in your village according to this demand?  
☐ Yes  
☐ No
3. In 2007, did you (or any member in your family) participate in any of the training courses or demonstrationsites below?
 

<b>3a.</b> Training course on crop cultivation	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Who participated in your family?	<input type="checkbox"/> Male	<input type="checkbox"/> Female
<b>3b.</b> Training course on animal husbandry	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Who participated in your family?	<input type="checkbox"/> Male	<input type="checkbox"/> Female
<b>3c.</b> Participatory Technology Development	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Who participated in your family?	<input type="checkbox"/> Male	<input type="checkbox"/> Female
<b>3d.</b> Demonstrationsites	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Who participated in your family?	<input type="checkbox"/> Male	<input type="checkbox"/> Female
<b>3e.</b> Training course on Aquaculture	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Who participated in your family?	<input type="checkbox"/> Male	<input type="checkbox"/> Female
<b>3f.</b> Training course on Forestry	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Who participated in your family?	<input type="checkbox"/> Male	<input type="checkbox"/> Female

**If the answer is “no” in the questions 3a-3f move to question no. 6!**

4. How was the technical guidance of the extension staff?
 

• Province/ district	<input type="checkbox"/> poor	<input type="checkbox"/> medium	<input type="checkbox"/> fair	<input type="checkbox"/> good
• Commune	<input type="checkbox"/> poor	<input type="checkbox"/> medium	<input type="checkbox"/> fair	<input type="checkbox"/> good
• Village	<input type="checkbox"/> poor	<input type="checkbox"/> medium	<input type="checkbox"/> fair	<input type="checkbox"/> good
5. The training course: \* had appropriate contents/topics? ☐ Yes ☐ No  
 \* was implemented in the right season? ☐ Yes ☐ No  
 \* was easy to understand? ☐ Yes ☐ No  
 \* enabled you to apply the new technique? ☐ Yes ☐ No  
 If “yes” which one specifically: .....  
 If “no” why not:.....
6. Have you received any leaflets, brochures on crop cultivation, livestock and aquaculture?  
☐ Yes ☐ No
7. In 2007, Did you register for....?  
**7a:** Seeds/seedlings (crops) ☐ Yes ☐ No  
**7b:** Fertilizer ☐ Yes ☐ No
8. If “yes”, Were the seeds/seedlings and fertilizer delivered in time? ☐ Yes ☐ No
9. If “no” where do you get the seeds/seedlings and fertilizer from? .....
10. Are you genrerally satisfied with the technical support from the extension staff?  
☐ not satisfied ☐ normal ☐ satisfied ☐ very satisfied  
 If not satisfied, why not?.....

## Part II: Veterinary Service

11. What kind of animals do you raise?

- |                                  |   |
|----------------------------------|---|
| <input type="checkbox"/> Buffalo | <input type="checkbox"/> Pig                  |
| <input type="checkbox"/> Cattle  | <input type="checkbox"/> Chicken              |
| <input type="checkbox"/> Goat    | <input type="checkbox"/> Duck                 |
| <input type="checkbox"/> Fish    | <input type="checkbox"/> Other (Specify ..... |

12. In 2007, did you participate in the vaccination programmes on birds flu and Foot & Mouth diseases?

- ☐ Yes  
☐ No (>>14) Why not? .....

13. How do you judge the vaccination skills of the VET worker?

- ☐ poor ☐ moderate ☐ fair ☐ good

14. Have you asked for any other vaccination for your animals?

- ☐ Yes  
☐ No (>> 17)

15. If vaccinated. Against which disease? .....

16. If vaccinated. Which animals had been vaccinated? .....

17. When your animals were sick, who have you asked for treatment?

- ☐ Commune VET worker  
☐ Extension Staff  
☐ District VET staff  
☐ VET Med seller  
☐ Other (specify .....

18. Do you know how to treat your animals by yourself following the guidance of the VET workers?

- ☐ Yes ☐ No

19. In 2007, How many times did you ask the VET worker to treat your animals? And which animals were treated? (**write the number**)

- |   |                                  |
|---|----------------------------------|
| <input type="checkbox"/> Buffalo              | <input type="checkbox"/> Pig     |
| <input type="checkbox"/> Cattle .....         | <input type="checkbox"/> Chicken |
| <input type="checkbox"/> Goat .....           | <input type="checkbox"/> Duck    |
| <input type="checkbox"/> Other (Specify ..... | <input type="checkbox"/> No      |
- Why? .....

20. Did the VET worker came to your house and treated the animals immediately?

- ☐ Yes ☐ No  
How many times .....

21. After the treatment, did the animals recover?

- ☐ No ☐ Sometimes ☐ Regularly  
Why: .....

22. Are you satisfied with the technical support from the VET worker?

- ☐ not satisfied ☐ normal ☐ satisfied ☐ very satisfied

If not satisfied, why not?

.....

## Part III: Plant Protection

23. What kind of crops do you grow?

- ☐ Rice
- ☐ Maize
- ☐ Soybean
- ☐ Peanut
- ☐ Sugar cane
- ☐ Cassava
- ☐ Other ( clean vegetable, fruit,  
flower.....)

24. In 2007, did you participate in any of the trainings below?

**24a:** Training on plant protection and pesticides

- ☐ Yes                      Who participated in your family?    ☐ Male ☐ Female  
☐ No

**24b:** Training on IPM – Farmers’ Field School ( rice..)

- ☐ Yes                      Who participated in your family?    ☐ Male ☐ Female  
☐ No

**If the answer is “no” in question 24a-24b move to question no. 27!**

25. How is the technical guidance by the plant protection staff?

- ☐ poor   ☐ medium   ☐ fair   ☐ good

26. The training course: \* had appropriate contents/topics?    ☐ Yes    ☐ No

\* was implemented in the right season?    ☐ Yes    ☐ No

\* was easy to understand?    ☐ Yes    ☐ No

\* enabled you to apply a new technique?    ☐ Yes    ☐ No

If “yes” which one specifically: .....

If “no” why not:.....

27. If your crops have pests / diseases, who do you ask for help?

- ☐ Extension staff
- ☐ Plant protection staff
- ☐ Plant protection medicine seller
- ☐ Other (Specify.....)

28. Do you know how to apply pesticides to your crops following the guidance of the plant protection staff?    ☐ Yes    ☐ No

29. Did the plant protection staff come to the field to show how to use the right pesticides on the crops?

- ☐ Yes                      How many times .....  
☐ No

30. After the treatment was the pest/disease incident in the crop reduced?

- ☐ No                      ☐ Sometimes                      ☐ Regularly  
Why: .....

31. Are you satisfied with the technical support from the Plant protection staff?

- ☐ not satisfied    ☐ normal                      ☐ satisfied                      ☐ very satisfied

If not satisfied, why not? .....

.....



## Part IV: Irrigation services

32. Do you have land that benefits from a government irrigation scheme?

☐ Yes

☐ No (>>Part V)

33. What is the name of the scheme? ..... ☐ Don't know

34. Are you a member of the water user group for this scheme?

☐ Yes

☐ No

35. Who is responsible for providing the water for your field/the scheme?

☐ Village head

☐ Water user group

☐ Commune People Committee

☐ Other (Who.....)

☐ Do not know

36. Have you been informed about the schedule of the water supply for your fields?

☐ Yes

☐ No (>> 38)

37. If yes, who informed you about the water supply schedule for your fields?

☐ Village head

☐ Water user group

☐ Loudspeaker at the commune/village

☐ Notice board in the commune/village

☐ Other (Who .....)

38. During the last two cropping seasons was the water supplied in time for your crops?

☐ Yes

☐ No

39. Was the water supply sufficient for two crops?

☐ Yes

☐ No

Why not: .....

40. Was the irrigation scheme frequently damaged?

☐ Yes

☐ No

41. If yes, was the irrigation scheme repaired in time?

☐ Yes

☐ No

42. Who is responsible for repairing the irrigation scheme in your village?

☐ Village head

☐ Water user group

☐ Commune People Committee

☐ Other (specify.....)

☐ Do not know

43. Are you satisfied with the water supply to your field (irrigation management)?

☐ not satisfied

☐ normal

☐ satisfied

☐ very satisfied

If not satisfied, why not?

.....

## Part V: Socio-economic Development Planning (SEDP)

44. In 2007, did you (or any of your family members) participate in the village meeting for SEDP?

- ☐ Yes  
☐ No (>>Part VI)  
☐ Do not know (Never heard about it) (>>Part VI)

(Note: Need to distinguish between the SEDP meeting and other village meetings)

45. If yes, who participated? ☐ Male ☐ Female

46. What was the content of the planning meeting? .....

- ☐ Planning on agriculture production  
☐ Demand on seeds and fertilizer  
☐ Training courses on technique and demonstration sites  
☐ Infrastructure  
☐ Health  
☐ Education  
☐ Other (.....)

47. Were the village's ideas incorporated into the commune SEDP?

- ☐ Yes  
☐ No (>>Part VI)  
☐ Not know (>>Part VI)

48. Was the village's propose to be implemented?

- ☐ Yes  
☐ No  
☐ Do not know (Never heard about it)

## Part VI: Commune Financial Management System

49. Have you ever been informed about the commune finances (budget)?

- ☐ Yes  
☐ No (>> 52)  
☐ Don't know (never heard about it) (>> 52)

50. If "yes", by whom/how have you been informed?

- ☐ Village head  
☐ Village meeting  
☐ Commune meeting  
☐ Loudspeaker in the commune/village  
☐ Notice board in the commune/village  
☐ Other (Specify .....)

51. If yes, do you agree with the use of funds in the commune?

- ☐ Yes  
☐ No

52. If not yet informed, d you want to know about the commune finances?

- ☐ Yes  
☐ No

53. In your opinion, how is the best way to inform farmers about the commune budget and the use of funds in the commune? .....

Thank you!

## ANNEX III

## DISTRICT AND COMMUNE DATA FOR PS-ARD SURVEY

## District Data Cao Bang

	no of communes	Total No of HH	Of which Poor HH	Poverty Rate (%)	Split according to the ethnicity of HH head					
					Kinh	Tày	Nung	Hmông	Dao	Khác
A		1	2	3	4	5	6	8	9	10
<b>Tỉnh Cao Bằng</b>										
<b>Quảng Uyên District</b>	17	9'185	3'342	36%	123	3'614	5'369	77	0	1
					1%	39%	58%	1%	0%	0%
<b>Nguyên Bình District</b>	20	7711	3325	0.4312022	404	2359	834	370	3669	75
					5%	31%	11%	5%	48%	1%
<b>2 Districts</b>		<b>16'896</b>	<b>6'667</b>	<b>39%</b>	<b>527</b>	<b>5'973</b>	<b>6'203</b>	<b>447</b>	<b>3'669</b>	<b>76</b>
<b>Commune No / average size (#HH)</b>	<b>37</b>	<b>457</b>			<b>3%</b>	<b>35%</b>	<b>37%</b>	<b>3%</b>	<b>22%</b>	<b>0%</b>

## Sample Data Cao Bang

Cao Bang Province	Sample size (no of HH)	Total No of HH	Of which Poor HH	Poverty Rate (%)	Split according to the ethnicity of HH head						
					Kinh	Tày	Nung	Hmông	Dao	Thái	Other
A	200	1	2	3	4	5	6	7	8	9	10
<b>Quảng Uyên District</b>	<b>61</b>										
Hoàng Hải	34	451	253	56%		312	139				
Quốc Phong	27	354	169	48%	3	13	329	9			
<b>Nguyên Bình District</b>	<b>139</b>										
Ca Thành	31	406	269	66%		1		138	267		
Phan Thanh	36	472	296	63%			65	17	390		
Tam Kim	44	581	239	41%	2	337			242		
Minh Tâm	28	361	35	10%		316	26		19		
<b>6 communes</b>	<b>7.62%</b>	<b>2'625</b>	<b>1'261</b>	<b>48%</b>	<b>5</b>	<b>979</b>	<b>559</b>	<b>164</b>	<b>918</b>		
<b>Commune No / average size (#HH)</b>	<b>6</b>	<b>438</b>			<b>0%</b>	<b>37%</b>	<b>21%</b>	<b>6%</b>	<b>35%</b>		

## DISTRICT DATA Hoa Binh

	no of communes	Total No of HH	Of which Poor HH	Poverty Rate (%)	Split according to the ethnicity of HH head						
					Kinh	Tày	Thái	Mường	Hmông	Dao	Other
A		1	2	3	3	3	4	5	7	8	13
<b>Hòa Bình Province</b>		<b>149'203</b>	<b>46'461</b>	<b>31</b>	<b>29'300</b>	<b>4'845</b>	<b>6'402</b>	<b>104'667</b>	<b>841</b>	<b>2'978</b>	<b>141</b>
					20%	3%	4%	70%	1%	2%	0%
<b>Tân Lạc District</b>	<b>24</b>	<b>15'967</b>	<b>5'886</b>	<b>37</b>	<b>2'161</b>	<b>4</b>	<b>62</b>	<b>13'726</b>		<b>3</b>	<b>10</b>
					14%	0%	0%	86%	0%	0%	0%
<b>Lạc Sơn District</b>	<b>29</b>	<b>25'902</b>	<b>9'617</b>	<b>37</b>	<b>1'832</b>	<b>11</b>	<b>6</b>	<b>24'033</b>	<b>2</b>	<b>1</b>	<b>8</b>
					7%	0%	0%	93%	0%	0%	0%
<b>Yên Thủy district</b>	<b>12</b>	<b>12'762</b>	<b>3'457</b>	<b>27</b>	<b>3'843</b>	<b>31</b>	<b>9</b>	<b>8'826</b>	<b>6</b>	<b>1</b>	<b>43</b>
					30%	0%	0%	69%	0%	0%	0%
<b>3 Districts</b>		<b>54'631</b>	<b>18'960</b>	<b>35%</b>	<b>7'836</b>	<b>46</b>	<b>77</b>	<b>46'585</b>	<b>8</b>	<b>5</b>	<b>61</b>
<b>Commune No / average</b>	<b>65</b>	<b>841</b>			<b>14%</b>	<b>0%</b>	<b>0%</b>	<b>85%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

## Sample Data Hoa Binh

Hoa Binh Province	Sample size (no of HH)	Total No of HH	Of which Poor HH	Poverty Rate (%)	Split according to the ethnicity of HH head						
					Kinh	Tày	Thái	Mường	Hmông	Dao	Other
A	200	1	2	3	4	5	6	7	8	9	10
<b>Tân Lạc District</b>	<b>56</b>										
Bắc Sơn	12	270	120	44				270			
Quy Hầu	44	961	351	37	338		8	614		1	
<b>Lạc Sơn District</b>	<b>98</b>										
Từ Do	22	490	287	59				490			
Phú Lương	53	1'174	501	43				1'174			
Chỉ Đạo	23	503	263	52				503			
<b>Yên Thủy District</b>	<b>46</b>										
Lạc Lương	46	1'012	493	49	4	1		1'007			
<b>6 communes</b>	<b>4.54%</b>	<b>4'410</b>	<b>2'015</b>	<b>46</b>	<b>342</b>	<b>1</b>	<b>8</b>	<b>4'058</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Commune size</b>		<b>735</b>			<b>8%</b>	<b>0%</b>	<b>0%</b>	<b>92%</b>	<b>0%</b>	<b>0%</b>	