



DISCUSSION PAPER

Research on informal employment in Viet Nam: current situation and solution

Hanoi National Economics University



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**RESEARCH OF INFORMAL EMPLOYMENT
IN VIETNAM
CURRENT SITUATION AND SOLUTIONS**

Hanoi National Economics University
References of this study should be approved by the authors

FOREWORD

Research on informal employment in Viet Nam: current situation and solution is the title of the research paper on labour market issues by the Center for Socioeconomic Data Processing and Forecasting, National Economy University, Hanoi, Vietnam. The research was carried out under the overall supervision of PhD. Ngô Văn Thứ, with the technical work conducted by Vice Prof. Dr Hoàng Đình Tuấn; Vice Prof. Dr Nguyễn Cao Văn; MA. Nguyễn Thùy Trang; and MA. Phạm Thị Nga. The research received technical support from officers of the Bureau of Employment and the Ministry of Labour, Invalids and Social Affairs (MoLISA).

The study provides a review of concepts and definitions of informal employment provided by national researchers and Vietnamese institutions. It proposes a framework of policies and programmes to address the complex issue of informality in the world of work in Viet Nam.

The funding for this research came from the EU funded Labour Market Project which was the focal point for the technical monitoring and support of the field-work. On behalf of the research team, we would like to express our sincere thanks for the cooperation of international experts, officers of the Labour Market Projects (ILO), the Bureau of Employment (MoLISA), officials of DoLISAs, staff of ESCs and other team members from the Research Institute of Vocational Training Science for helping to finalize this project.

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Informal employment and informal sector have become common incident in all countries in the world. Informal employment contributes a bigger share to the total outcomes and the gross national products (GDP) of a country. Therefore, it has drawn great attention from the government, state management agencies, and organizations, especially the International Labour Office (ILO). As a social and economic factor, informal employment relates to the majority of workers, mainly low paid and less protected ones. This research does not cover all aspects of informal employment and informal sector in Vietnam, but rather focuses on defining their characteristics and their impacts on communities. The paper aims to put forwards policy recommendations on the labour market to government management agencies, contributing to the formulation of the policies and interventions in the direction of providing further support to informal workers, moving forward to the process of shifting labour from informal sector to formal sector, and minimizing their bad impacts to the communities. The research, which provides support to the formulation of evidence-based policies, is among few researches conducted in Vietnam on informal employment and informal sector. The findings thus are not comprehensive and persuasive. However, we hope the paper is helpful in offering new research topics and offerings modest suggestions and recommendations for the Government of Vietnam in formulating policies.

We would like to express our sincere thanks to the International Labour Organization (ILO), the ILO Country office in Hanoi, the Bureau of Employment and Ministry of Labour, Invalids and Social Affairs for their support to the research implementation. We also would like to thank academias and researchers internal and external who have provided inputs and ideas for us to complete this work.

Dr. Ngô Văn Thứ
Research Team Leader

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INTRODUCTION

The term "informal sector" was first used by ILO 30 years ago to describe the activities of employees or the self-employed who were neither recognized, protected, nor managed by state management agencies. At the 1991 International Labour Organization Conference, it was emphasized that “there can be no question of the ILO helping to ‘promote’ or ‘develop’ an informal sector as a convenient, low-cost way of creating employment unless there is at the same time an equal determination to eliminate progressively the worst aspects of exploitation and inhuman working conditions in the sector”.

Eventhough the ILO, government and international organizations have differing points of view that continue to evolve over time, informal workers and informal employment issues are increasingly regarded as an integral part of the socio-economic development process. The International Labour Organisation (ILO) has given this issue the most thorough attention. Issues raised by the ILO are more comprehensive and relevant to social management work than those raised by other entities.

In Vietnam, informal employment opportunities and informal labourers have existed for a long time. However, these issues have only attracted the attention of the state management agencies, organizations and individuals since the first years of 21st century.

For a concrete identification of the current Vietnamese labour market and in preparation for developments in the years to come, specific research must be done to provide a basis for the planning and implementation of relevant policies. This will ensure the healthy movement of the labour market in general and informal labour in particular.

Through research of the Vietnamese legal system and Vietnamese government policies related to informal employment, as well as analysis of labour market data in recent years, this study will clarify confusing items in order to help policy makers, build, adjust and implement policies more effectively. This report will provide a basis for the creation of an information gathering survey on informal labour and employment in Vietnam in the coming years.

PART ONE

OVERVIEW OF LABOUR INFORMALITY AND POLICY COVERAGE

1. CONCEPTUAL FRAMEWORK

1.1. International practices and application in Vietnam

The formal workforce, (employees in the structural unit of the economy), is controlled by Labour Law and other relevant policies. On the other hand, informal laborers work without specific remedy of law or full protection of the legal system.

Today, the informal sector in Vietnam has a strong impact on socio-economic life. As a result, state management agencies must not only concern themselves with ensuring the interests of informal labour but must also strive to manage, support and organize this sector to a certain degree.

The discussion of “informal labour” gives rise to many different theoretical frameworks in research and policy. This article limits the discussion to issues relating to the identification and systematic division of informal labour, as well as initial policy developments and approaches.

For labour statisticians in developing countries, the basic concepts related to "informal labour" and "informal employment" come from the 17th ICLS (2003). Conceptual frameworks can have different levels of application from country to country. For developing countries, where the majority of employees are agricultural workers, the scope determination should be studied closely.

The conceptual framework of the 17th ICLS (Fig. 1.1) has the international uniformity and flexibility to be applied to the specific conditions of a country. In Vietnam, it is entirely possible to combine this framework with some specific views about the actual policy coverage for the labour market, organizations and individual workers.

Type of business	Jobs in term of employment status								
	Self-employment		Unit /enterprise owners		Assist ant of family labour	Rented labour		Member of cooperatives	
	Forma l	Informa l	Forma l	Informa l	Informa l	Forma l	Informa l	Forma l	Informa l
Formal sector	no		no		1	2		no	
Informal sector*	3	no	4	no	5	6		7	no
Household	8	no	no	no	no	9		no	no

Figure 1.1: The conceptual framework of informal labour

Within this framework, informal employment officially exists at all three levels of the economy. There are nine cells in all to categorize jobs and informal labour. This structure allows us to observe the interrelationship between different sectors.

1.2. Identifying informal employment in Vietnam

Talking about the division of labour in Vietnam, Mr. Nguyen Thanh Hoa, deputy minister of MOLISA, began his speech at an international symposium on informal employment with a photo of an executive sipping coffee at a small streetside restaurant. "The formal and informal sectors are intertwined," Mr Thanh reminded, "both should be treated equally."

The truth is that the equal treatment of both sectors and access to social services and welfare policies has been the goal in Vietnam for many years. Formerly regarded as the "black economy" or "sinking economy," the "informal sector" has earned its far less pejorative title as a result of its contribution to economic development.

Excluding agricultural labour, Hanoi has 132,300 informal workers and Ho Chi Minh City has 343,700. Any policy to address the basic issues of this sector should answer the following questions:

- Who is the informal sector? What are the main tasks they do and under what circumstances?
- How can informal workers benefit from public service and social progress?
- What do informal workers want?
- How do the government and communities currently treat informal workers?

The most widely agreed upon definition of informal sector labourers is: labourers with unstable employment, no guaranteed income and no access to public services related to workers' rights

A few define the informal sector through economic organizational methods, which consist of:

- unregistered self-employed workers;
- household businesses who hire labourers;
- temporary workers in enterprises and official socioeconomic institutions;
- members of cooperatives in the informal economic sector;
- establishment owners / small businesses.

By examining these different divisions and categories we can begin to understand the intricacies of the informal sector and approach answers to the questions put forth above.

1.3. Policy approaches based on labour and employment data

To create the priori hypotheses we expect to make use of the three following components:

- studies of the coverage of labour market policies in order to identify the legal conditions for informal workers in relation to labour in general;

- the information from the survey of Employment and Labour Force Survey (LFS) for the years 2007 & 2009 in order to identify occupation, geographical location and other information about informal labour;
- surveys designed to fill in any necessary information not sufficiently collected by other sources.

The technical proposal of this study will be the basis for a number of advisory policies to support informal labour. We will test and evaluate potential policies in order to improve and expand them in the future.

2. POLICY COVERAGE OF INFORMAL LABOUR

This research has focused on surveying almost all legislation and policies relating to employment modes. Some resolutions of the Communist Party of Vietnam related to the poverty reduction process were also assessed as the basis for understanding the legal, political and social environment of informal labour.

2.1. Labour law and its amendments and supplements

In 1994 the Labour Laws of the Socialist Republic of Vietnam were promulgated consistent with the Vietnamese Constitution of 1992. To date, these laws have been amended four times. However, the basic purpose of these laws has remained constant:

- Labour law defines the rights and obligations of workers and employers; it establishes the labour standards and principles to be used in order to manage labour and help boost production. Thus, labour law has an important position in society and in the legal system of the country.
- The Labour Code protects a labourer's right to work. It also protects the legitimate rights and interests of the employer. The Labour Code makes labour relations harmonious and stable, and helps promote the creativity and talent of intellectual and manual labour, while allowing labour management to achieve productivity, quality and social progress. The Labour Code ensures efficient use of labour and management. It contributes to the industrialization, modernization and prosperity of the country.

Up to now, the labour laws of The Socialist Republic of Vietnam have most of the standard regulations for workers in place. Although there are no official laws yet for

informal employment, it has been recognized as a form of employment inside the regulatory scope of the Labour Code.

2.2. Cooperative Law

Broadly defined, Vietnam is an agricultural country with nearly 70% of the workforce engaged in agricultural production. Over the past 20 years agricultural production has undergone many transformations in structure, organization and technology, but the basic nature of this sector has remained the same. Like many other agricultural countries in the developing world, agriculture, forestry and fishery are considered essential.

The state has development strategies in the short and medium term. In the development process, new forms of production organization have emerged. Labour and employment in these organizations has semi-agricultural properties as the organizations engage in both agricultural production and commercial service activities.

On November 26, 2003, the Cooperative Law was enacted and included the basic contents of the official recognition of the organization of cooperatives as businesses in general. This law also announced the specific policies for cooperatives, which are:

- to promulgate and implement policies and programs to support the cooperative development of staff training, human resources, land, finance, credit, a building fund for cooperative development assistance, the application of science and technology, marketing and market expansion, investment in infrastructure development, and opportunities for cooperatives to participate in the national socio-economic development program;
- to encourage and create favorable conditions for cooperative development;
- to ensure legal status and business/production conditions for cooperatives that equal those available in other types of enterprises;
- to protect the rights and legitimate interests of the cooperative under the provisions of law;
- to respect the autonomy, self-determination and self-responsibility in the cooperative's production and business;
- not to interfere in the internal management and lawful operation of cooperatives.

This law has created avenues for workers in the cooperative to participate in forms of insurance. Individual households may also be entitled to participate in cooperatives, set up companies and participate in social insurance.

For agricultural cooperatives the law also affirms that, “the Government shall specify preferential policies in line with specific characteristics and levels of development in each period.”

In 2008, the Communist Party of Vietnam issued Resolution 26-NQ/TW on agriculture, farmers and rural areas. The Resolution affirms the view of the Communist Party of Vietnam that agriculture, rural areas and farmers are essential for preserving and promoting national identity as well as creating a stable socio-economic system.

The target by 2010 was to create powerful change in agricultural production and the rural economy by promoting agricultural development and building the rural socio-economic infrastructure (especially in more remote areas). Steps in the process included, intensifying research and transference of advanced science/technology, implementing breakthroughs in human resources training, strengthening poverty alleviation and poverty reduction particularly in districts with 50% of families below the poverty line, and focusing on solving urgent social problems.

Specific goals included, increasing the growth rate of agriculture, forestry and fisheries from 3 to 3.5% per year and assuring that the growth rate of industry and services in rural areas was not lower than the national average. Additionally, steps were made to see that the agricultural workforce was less than 50% of social labour, to reduce the poverty rate (with basically no households in temporary housing), to increase forested areas and to increase the rural population’s access to clean water.

On ensuring the rights of agricultural labour, the goal was to construct a social security system in rural areas. Through the implementation of policies of health insurance for the poor, care for children under 6 years old, allowance for poor households and disadvantaged areas, and scholarships for economically disadvantaged students, a stable rural socio-economic environment could be achieved. There was also an aim to test pilot agricultural insurance, ensure a minimum living standard for rural residents, review and reduce compulsory contributions for farmers, and continue to direct and complete full implementation of grassroots democratic regulations.

2.3. Trade Union Law

Trade union law has clearly defined the conditions for establishing trade unions in which the employee is the main object to be cared for, protected and represented. Under the law, the union has the right to self-inspect. It can coordinate with concerned agencies

to check the observance of legislation on policies related to the obligations, rights and interests of workers.

Article 12 of the Union Law Code clearly states:

The State management agency on social insurance and other social insurance organizations must closely coordinate with trade unions in the construction of law and social insurance policy. They must submit to the proper authorities to promulgate and implement policies on social insurance for workers.

Agencies and organizations must coordinate closely with trade unions to take care of workers' needs. They must support workers' cultural lives, fitness, sports, leisure and travel, as well as care for retired and injured employees.

2.4. Social Insurance Law

The Social Insurance Law issued on 29/6/2006 regulates all issues relating to social insurance. This law does not apply to health insurance, deposit insurance or other insurance for business purposes. According to this law:

- The employee involved in social insurance must be a citizen of Vietnam.
- All organizations operating in the territory of Vietnam, including cooperatives, individual households or any other organizations that hire, use and pay for workers must participate in social insurance.
- Employees participating in unemployment insurance must be Vietnamese citizens working under a labour contract as specified in this article.
- Employers participating in unemployment insurance must employ 10 or more workers of working age. The employee who has had time to participate in compulsory social insurance and voluntary social insurance is entitled to retirement and immediate death allowances based on time of social insurance contribution.

The law has a chapter (chapter 4, Article 69 -79) for voluntary social insurance. This chapter specifies the benefits received from social insurance during retirement and in the case of death.

Some important points in Chapter 4 include, conditions for pensions, allowances on retirement, amounts of one-time social insurance, the reserve period of social insurance and the average monthly amount of social insurance contributions.

The state has created a legal framework for employees in any field, with an income not less than the minimum wage, to participate in mandatory or voluntary social insurance. It is now necessary to commit to adding these same benefits to the informal sector.

2.5. Health Insurance Law

Health Insurance Law was put in place by the Vietnamese National Assembly on November 14, 2008. The subjects eligible for participatoin in health insurance as per Article 12 are as follows:

Article 12. Subjects participating in health insurance

- labourers working under labour contracts in accordance with the labour law;
- professional commissioned officers technical commissioned officers and officers working in People's Police Force;
- pension beneficiaries;
- people receiving social security benefits monthly due to occupational accidents and/or occupational diseases;
- people receiving monthly allowances from the state budget but without monthly allowances due to loss of working capacity;
- officials of communes, wards and towns who are retired and receiving social security benefits each month;
- the cadres of communes, wards and towns who have been off work but receiving allowances from the state budget every month;
- people receiving unemployment allowances;
- people who have contributed to the national revolution;

- veterans as prescribed by the veterans' law;
- people directly involved in the resistance against the Americans as prescribed by the government;
- National Assembly deputies and People's Council delegates at all levels;
- people eligible for receiving social welfare allowances each month as prescribed by law;
- people belonging to poor households and ethnic minorities living in areas with particularly difficult socio-economic conditions;
- relatives of people having contributed to the national revolution in accordance with the law on preferential treatment;
- relatives of the people's army officers, military service, public security forces, and the cipher;
- children under 6 years old;
- organ donors;
- foreign students studying in Vietnam who were granted a scholarship from the state budget;
- economically disadvantaged households;
- students;
- persons in farming, forestry, fishery and salt production households;
- dependants of employees specified in paragraph 1 who live in the same household;
- members of social cooperatives and small business households;
- other subjects as prescribed by the government.

2.6. Voluntary health insurance

According to article 12 of health insurance law, employees signing unlimited time contracts or contracts longer than 3-months can participate in mandatory health insurance. Ineligible employees may participate in voluntary health insurance.

The Ministry of Health and the Ministry of Finance have developed specific recommendations to guide the way and deliniate conditions for participation in voluntary health insurance.

Decree no. 63/2009/ND-CP guides the enforcement of health insurance law. Under this decree, subjects participating in voluntary health insurance can buy health insurance as follows:

Article 6

Premium rate and payment methods of voluntary health insurance are defined in clause 3, article 50 of Health Insurance Law and clause 3 and 4 of article 1 of this decree.

1. From July 1, 2009 to December 31, 2009, the premium rates were as follows:

- a. The premium rate for six months for participants defined in clause 21, article 12 of the law on health insurance who are enrolled in school is VND60,000.00/person for urban areas and VND50,000.00/person for rural and mountains areas
- b. The premium rate for six months of the subjects specified in clause 22, 23 and 24, of article 12 of the law on health insurance and those defined in clause 3 and 4 of article 1 of this decree is VND160,000.00/person for urban areas and VND120,000.00/person for rural and mountainous areas

2. From January 01, 2010, the monthly premium rate for those participating in voluntary health insurance is 4.5% of the minimum wage. For cases in which, voluntary health insurance participants are households, the premium rate is implemented in accordance with clause 6 of article 3 of this decree.

3. Based on health insurance premiums, subjects participating in voluntary health insurance pay every six months or pay once for the whole year to the health insurance fund.

Thus, according to legal documents and guiding decrees, informal labourers can fully participate in health insurance either individually or as a household.

In conclusion, it can be said that, at a policy level, the Socialist Republic of Vietnam has created an adequate legal framework and conditions for securing basic rights for informal labourers. With the trade union law, the cooperative law and other programs,

the state guarantees labourers (including informal labourers) the ability to participate in socio-economic organizations to represent their interests.

Questions here are:

- How are policies and programs aimed at informal labourers implemented?
- How can labourers approach and utilize public services?
- Is it necessary to organize forms of support for informal labourers to enhance their success rate?

It is crucial that the state assess more fully the role of informal labour, the implications of this sector, and how to support the management of informal labourers in such a way that formalizes their work, if possible. Such issues, at first, will be assessed through the data about the informal sector compiled over recent years and studies that have been carried out by individuals, government organizations, and NGOs.

3. BASIC INFORMATION ON INFORMAL LABOURERS

3.1. Existence and role of informal labourers in Vietnam

Listen

At the February 2010 MOLISA workshop at the Sunway Hotel Hanoi, there were 12 presentations on informal labourers in Vietnam. Teams from the IRD, Worldbank, University of National Economy in Hanoi, Vietnam GSO, and domestic DOLISAs presented compelling research. At this workshop, some basic conceptual frameworks were agreed as upon that form a good foundation for developing further studies on informal employment and labour in Vietnam.

Most studies presented found that informal employment and labour had been an indispensable part of the process of economic development in many countries, Vietnam included. Reports from the GSO and IRD showed the variability of informal employment. Based on surveys conducted in Hanoi and Ho Chi Minh City, the reports show that the level of contribution of the informal sector increases with the size of the locality. These studies also indicate that state management agencies need to pay more attention to the informal sector.

Additionally, the University of National Economy, Hanoi, conducted a study documenting the structure and movement of the informal labour force. The study examined legal issues of determination and mobilization.

A second workshop was held in Hanoi in May 2010. The workshop was organized by the Institute of Social Sciences of Vietnam, the French Development Research Institute coordinating with the GSO, the Ministry of Labour, Invalids and Social Affairs and other international organizations such as the Agency for French International Development, the International Labour Organization, the World Bank and the UN Development Programme (UNDP).

This workshop was aimed at discussing statistical measurement methods and analyzing the economic impact of the existence and development of informal economic sector. Other goals of the workshop included: summarizing informal sector experiences, analyzing opportunities and challenges posed by informal employment, and studying current measures to be taken to develop this sector.

At the workshop, some questions arose about whether to narrow this sector to better fit the ILO's viewpoints or to accept the objective movement of this sector according to the standpoint of a number of other organizations and research groups.

3.2. Identification and distribution of informal labourers

Based on the conceptual framework outlined in section 1 of this paper (and referring to research results presented and discussed at workshops), we will present information from the analysis of the 2007 & 2009 Labour Force Surveys (LFS) in order to specifically identify the informal workforce.

The two surveys were conducted with nearly the same sample size (about 62,000 observations) and with corresponding expansion coefficients. Analysis results were calculated with these expansion coefficients.

Two groups of indicators given added attention were the number of labourers and the percentage of labourers who do not participate in social insurance, health insurance or other forms of work agreement. These indicator groups were divided in different ways (urban, rural, economic industries, ownership area, etc.).

3.2.1. Participation in Social Insurance by Employees

Conditions for social insurance participation can be considered open to all workers having a stable income and earning no less than minimum wage. Firstly, we can consider this rate at a national level according to different groups.

+ Rate of participation in social insurance according to work area

Area	Rate (%) 2007		Rate (%) 2009	
	No	Yes	No	Yes
Non-agriculture	73.6	26.4	82.2	17.8
Total		100		100
Agriculture*	99.5	0.5	99.7	0.3
Total		100		
General	85.4	14.4	89.5	10.5
Total		100		

*Unskilled labour in agriculture – forestry- salt production industries (only calculating provided data)

Of the 25 million labourers (2007) in different forms of non-agricultural economic activity, only 26.4% participated in social insurance. The percentage participating in social insurance from the agriculture, forestry, fishery and salt production industries (hereinafter referred to as agriculture) was only about 0.5%.

73.6% of employees in other industries did not participate in social insurance and had no guaranteed conditions with respect to the accumulation of their income from the insurance system of the state. In 2007 there were approximately 5.5 million people of working age participating in non-agricultural economic activities who did not participate in social insurance. That accounted for 20% of workers in this area. Information from LFS 2009 shows a similar situation. In fact, a somewhat higher percentage of the agricultural sector did not participate in social insurance. This does not necessarily reflect a trend of decreasing participation rates in social insurance since after 2008 many labourers lost their jobs and received new jobs in the formal sector but were not eligible to participate in social insurance.

Distribution of employees opting out of social insurance

+ Distribution by age group

Statistics from the 2007 & 2009 LFS show that the employment rate of those having no social insurance was distributed fairly evenly over 5 age groups. The rate was higher in the 34-44 age group in 2007 and 30-39 in 2009. This may just be a temporary phenomenon in the period following the global economic crisis. The general rate was more stable with about 73% - 82% of non-agricultural labours having no social insurance.

Labourers not benefited from social insurance

(distributed by age group)

Age Group	2007		2009	
	Number of people	Percentage (%)	Number of people	Percentage (%)
15 - 19	3016552	7.4%	3039320	7.5
20 -24	4305596	10.6%	4177922	10.3
25 - 29	4397991	10.8%	4724505	11.7
30 - 34	4906635	12.0%	4921128	12.2
35 - 39	5329609	13.1%	5113383	12.6
40 - 44	5318462	13.0%	4732603	11.7
45 - 49	4588857	11.2%	4744734	11.7
50 - 54	3502778	8.6%	3630121	9.0
55 - 60	2558081	6.3%	2791860	6.9
> 60	2869498	7.0%	2621513	6.5
Total	40794059	100.0%	40497091	100.0

+ Distribution by types of workplace ownership

Rate (by organization) of non-agricultural labourers not participating in social insurance
(only those of working age)

Organization Form	2007	2009
Self-made households	99.89%	99.82%
Individual business households*	98.69%	98.76%
Cooperatives	68.09%	63.49%
Private enterprises	58.16%	58.22%
Offices	10.48%	10.35%
Foreign Investment organizations	18.32%	19.21%
Others	36.29%	37.62%
General	84.75%	72.45%

In 2009, 93% of the workforce working in individual business households and did not participate in social insurance. This rate was very high in **self-made** households, individual business households, cooperatives and private enterprises.

+ Area of main residence

	Self-made households	Business Households	Cooperatives	Private enterprises	Offices	Foreign Investment organizations	Others	Tổng số
Urban	3537343	1927602	80902	1374659	2734932	410784	52940	10119162
	32.3%	45.5%	36.3%	50.4%	56.9%	42.8%	61.2%	42.2%
Rural	7422414	2311209	142108	1351731	2075194	549423	33581	13885660
	67.7%	54.5%	63.7%	49.6%	43.1%	57.2%	38.8%	57.8%
	10959757	4238811	223010	2726390	4810126	960207	86521	24004822

Thus, according to survey data in 2009, urban labourers accounted for 30% of the population. The employees not participating in social insurance accounted for 42% of the population while the 58% remaining in rural areas was about 70% of the population. Apparently, labourers in concentrated urban areas do not participate in social insurance (with approximate ratio: 63/37). (Are these informal labourers or labourers in general)

+ Distribution by locality

Survey data from 2009 only provides area geography, so it is only possible to divide labourers not participating in social insurance geographically and by the two major cities of Hanoi and Ho Chi Minh City .

Labourers not participating in social insurance divided by region

Region	Number of labourers	Percentage (%)
Mountains and Northern Midland	5831850	14.4
Red River Delta	6608476	16.3
Northern Central and Central Coast	9071182	22.4
Western Plateau	2574616	6.4
Southeast	2966858	7.3
Cuu Long River Delta	8720235	21.5
Hanoi	2427287	6.0
Ho Chi Minh City	2296587	5.7

		Number of labourers	Percentage (%)
	Mountains and Northern Midland	5831850	14.4
	Red River Delta	6608476	16.3
	Northern Central and Central Coast	9071182	22.4
	Western Plateau	2574616	6.4
	Southeast	2966858	7.3
	Cuu Long River Delta	8720235	21.5
	Hanoi	2427287	6.0
	Total	40497091	100.0

Selection of survey methods will be conducted with the help of information from this distribution.

+ Provinces and cities having lots of informal labours

Province/City	Number of Labours	%
Hanoi	2199484	5.50%
HCM City	2075953	5.20%
Thanh hoa	1910200	4.80%
Nghe An	1614600	4.00%
Thai Binh	1128985	2.80%
An Giang	1112345	2.80%
Nam Dinh	1033015	2.60%
Dong Thap	913649	2.30%
Tien Giang	896575	2.20%
Bac Giang	868551	2.20%
Hai Duong	851834	2.10%
Dong Nai	837602	2.10%
Dak Lak	830888	2.10%
Kien Giang	804255	2.00%
Long An	723843	1.80%
Ben Tre	713483	1.80%
Binh Dinh	711834	1.80%

Distribution in selected provinces above suggests the need to survey the area to collect full and representative information and search for policy proposals.

3.2.2. Occupation, status and income

+ Jobs having lots of labourers not participating in social insurance in 2009

(not-including unskilled labour in agriculture, forestry and fisheries)

Occupation	Number of labours	Percentage (%)
Sales staff	5527634	13.6495
Labours having market-oriented skills in agriculture	4698514	11.6021
Labour in mining, construction, industrial and transportation	1961610	4.8438
Food processing workers, wood furniture processing, garment and other craft workers and other relevant workers	1873464	4.6262
Construction labours and labours related to construction (except electricians)	1809201	4.4675
Agricultural labour, fishing, hunting and gathering self-serving	1730440	4.273
Personal service workers	1172900	2.8963
Drivers and equipment operating workers	1163748	2.8737
Metal workers, mechanics and related workers	793336	1.959
Artisans and craftsmen involved printing	687676	1.6981
Workers operating machinery and fixed equipment	545157	1.3462
Labours having market-oriented skills in forestry, fishery and hunting	531881	1.3134
Labours on streets and labours related to sales	376067	0.9286
Waste collecting workers and other unskilled labours	375050	0.9261
Cleaners and housework assistant	297145	0.7337
Electrician and electronic workers	201120	0.4966
Experts on business and management	179148	0.4424
Other office support staff	169571	0.4187
Employees of security service	129303	0.3193
Personal care workers	100522	0.2482
Technicians and engineering scientists	87505	0.2161
Customer service staff	77108	0.1904

Jobs with a large number of labourers not participating in social insurance have reason for concern as fluctuations in employment and income will have more of an impact on the community as well as enabling social issues to arise. Policies to support informal labourers will focus on the subjects mentioned above.

+ Position of labourers not participating in social insurance

The position of informal labourers can be further identified through a number of features: form of labour contract, gender and region.

The characteristics of form of labour contract and production scale from LFS2009 were as follows:

Form of labour contract

		Number of labourers	%
Form of labour contract	Unlimited time contract	4727779	19.5
	01-02-year term contract	2799160	11.6
	Under 1-year term contract	1374544	5.7
	Agreement	5516959	22.8
	Without contract	9792053	40.4
	Total	19955495	100.0

In the total number of surveyed labourers, a relatively high percentage, 40.4%, did not have binding contracts with their employers. Moreover, 22.8% of labours had agreements with business owners without a contract.

With forms of short-term contract, agreement or even no contract, labourers are always in a state of losing their jobs. They are not protected by any laws or any other organization.

The total number of people working without labour contracts or with agreements only was 15,309,012.

Division of labourers by gender

		Verbal agreement		No contract	
		No.	%	No.	%
Gender	Male	3792459	24.8	4061903	26.5
	Female	1724500	11.3	5730150	37.4
	Total	5516959	36.1	9792053	63.9

The number of verbal agreements only was less for females than males but the rate for no agreement at all was larger for of females. Gender inequality is clearly visible in this labour sector.

Division of contract forms by age group

Age group	Verbal Agreement		No contract	
	No.	%	No.	%
15-19	628806	4.1	1837642	12.0
20-24	908927	5.9	1740934	11.4

25-29	871852	5.7	1343008	8.8
30-34	819698	5.4	998631	6.5
35-39	709212	4.6	909327	5.9
40-44	629917	4.1	740222	4.8
45-49	499145	3.3	753376	4.9
50-54	260876	1.7	551234	3.6
55-60	128282	0.8	481255	3.1
>60	60244	0.4	436424	2.9
Tổng số	5516959	36.1	9792053	63.9

There was a greater ratio of workers with verbal agreements or no contract among younger workers. Additionally, among labourers with agreements only or no contracts 24.5% of them had a second job.

Division by size of enterprise

		N	%
Number of labours of enterprise	1-20	39805340	83.0
	21 - 300	6081705	12.7
	> 300	2070906	4.3
	Total	47957951	100.0

+ Earnings of labourers not participating in social insurance

From LFS 2007 data, the average income per month of this labour sector was about VND1,200,000. This is two thirds the average income per month of labourers participating in social insurance. However, dispersion of income of the two sectors was about the same (VND345,000). Therefore it can be seen that labourers not participating in social insurance have a low and unstable income.

+ Working environment and position of labourers not participating in social insurance

Among the 25 million people working in non-agricultural areas and not participating in social insurance, there are:

- 74% working in establishments without business registration
- 78% working in establishments without the tax code
- 93% working in establishments not registered for social insurance
- 87% working in establishments that do not perform bookkeeping
- 92% working in establishments with less than 20 employees
- 53.1% self-employed

- 9.6% housework assistants
- 29% receiving salary
- 24.4% enjoying a fixed salary
- 34% receiving hour/day wages
- 15% enjoying a salary of products
- 25% unpaid
- 68% do not sign payroll

Instability and poor working environments are clearly shown by the data above.

3.3. Participation in health insurance of informal labourers

According to statistics, in 2009 Vietnam had about 18 million people who did not participate in economic activities for many different reasons. Of that figure about 4.8 million were elderly and more than 13 million people were of working age. People of working age are economically active persons for whom opting for social insurance is almost certainly the only way to participate in voluntary medical insurance.

The phenomenon of avoiding of health insurance as well as failing to comply with the health insurance and social insurance laws has been a point of concern for the government for many years. In general, the participation rate in health insurance is only 42%. Many studies show that people are indifferent about health insurance, accepting high cost medical care when needed. People ignore or do not put much faith in the health insurance system.

According to Ms. Tong Thi Song Huong, Director of the Department of Health Insurance at the Ministry of Health, “there are multiple reasons for this phenomenon among which a lack of understanding amongst both employers and employees as well as employers’ fear of budget deficits due to paying social insurance premiums factor highly”. **Footnote?**

PART TWO

CURRENT SITUATION AND POLICY ISSUES

4. PROPOSAL OF CONTENT AND PLANS FOR A SURVEY

4.1. Purpose and Scope

The purpose of this survey is to use the international conceptual framework (in the context of Vietnam) to collect information from labourers in the informal sector who are not participating in social insurance. There may be more signs of the number of these labourers, but given the time and a priori information from the two LFS surveys (2007 & 2009) this survey has the following main objectives:

- To determine the degree of policies related to informal labourers.
- To identify distribution by occupation, position, geographic area, and position of each group of informal labourers.
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Listen

- To learn the causes of informal labourers opting out of social insurance, health insurance, and access to community services.
- To learn the aspirations of informal workers in order to mitigate difficulties in their lives.

The research scope will include labourers participating in employment with a large number of people involved. Specifically work that affects the living environment of the community. The survey will not include individuals in agricultural, forestry, fisheries, salt plain production, households, or members of agricultural cooperatives since they are given special attention by the government under the three agricultural policies.

4.2 Survey content

The survey content includes:

- 1- Defined information to identify the informal labour classes by gender, residence, occupation, age and past experience.
- 2- Current situation of jobs, income, and rights to be protected. Also, the employment opportunities and viewpoints about access to public services and other forms of labourers' insurance.
- 3- Poll on labourers' desire for policy support from government, unions, and associations.
- 4- Data on the ability to limit the increase in the number of informal labourers.

5. SURVEY PREPARATION

5.1. Survey plan

5.1.1. Survey location

According to the results analyzed in Section 3 and the technical proposal, a survey with live interviews was planned to be conducted in three provinces: Thanh Hoa, Binh Dinh and Dong Thap.

The reason was that these provinces had a very high rate of non-official workers, second only to that of Hanoi and Ho Chi Minh City, which were surveyed by IRD in 2008. The number of questionnaires was specified in the technical proposal.

The selection of districts/counties for the survey was carried out after consulting with Department of Employment. The selection was done based on the rate of informal labour in the districts. The number of participants was ratified based on such criteria as type of work, age and gender as shown the analysis of LFS 2007 & 2009.

5.1.2. Personnel and plan for survey implementation

The Faculty of Economic Mathematics took on its lecturers, master-course students and graduate students as personnel for the field survey (Appendix 1). The questionnaires were first used in Hanoi in order to obtain experience, adjust content and set norms of time for the field surveys. The in-depth interviews were done along with the field surveys. After the questionnaires were completed the enumerators had one day for training.

The teams carried out the survey simultaneously in the three selected provinces. The survey was conducted in 20 days (with expected completion in April 2011). The construction of a database and criteria for an output report was also done during the survey.

Discussions with the local authorities were carried out at the end of the surveys. The consulting agency determined the contents to be discussed and made additions, if necessary, when conducting preliminary analyses on the information collected from the participants.

The survey was funded as proposed.

5.1.3. Model distribution

Survey on employees:

No.	Location	Number of form	Notes
1	Thanh Hoa	550	Population: 3400239

	a- Thanh Hoa City	350	Population: 210000
	b- Quang Xuong District	200	Population: 256351
2	Binh Dinh	550	Population: 1488900
	a- Qui Nhon City	350	Number of communes: 5; Population: 280900
	b- Phu Cat District	200	Number of communes: 17; Population:188200
3	Dong Thap	550	Population:1600000
	a- Cao Lanh City	350	Number of communes: 15; Population:149837
	b- Lap Vo District	200	Number of communes:11; Population:121000
	Total	1650	Including 15% in potential

Time and personnel for survey:

- The survey was conducted in the selected provinces from 10/2 to 2/20/2011.
- The survey was conducted by the lecturers, graduate students and master-course students of the Faculty of Economic Mathematics (Appendix 2).

In-depth interviews:

Twelve in-depth interviews with non-official workers were conducted to find out more about needs and issues that were not all mentioned in the questionnaires. This also helped check the issues mentioned by the participants in the questionnaires. The in-depth interviews (in the form of group discussions) were conducted in the wards and communes under survey.

Discussions with the local authorities:

Three discussions with local government representatives were conducted at the commune level. The discussions mainly focused on the following content:

- increases in the number of non-official labour in the locality;
- number, age structure and gender of informal workers;
- structure of trade;
- main contribution of non-official workers and informal employment;
- satisfying the irregular labour requirements;

- raising income, eliminating hunger and reducing poverty;
- reducing the unemployment rate;
- unwanted consequences of non-official workers and informal employment;
- culture, economy, administration, security, public services;
- proposals about support programs for informal labour under regulations of localities and the state;
- possibility and profitability of setting up organizations to support local informal workers.

Discussions on the topics mentioned above were held and conducted directly by the lecturers of the Faculty of Economic Mathematics.

5.1.4. Support for the survey

The Department of Employment issued letters of recommendation to the survey staff. Localities (through district labour departments) helped the survey staff approach commune governments and informal workers. The consulting unit was responsible for monitoring and directing the survey process to promptly resolve any issues that arose.

5.2. Expected results of survey

The survey results were expected to provide information that would help clarify the phenomena discovered in the LFS 2007 & 2009 as well as providing a basis to meet consultation needs and build pilot policies on **formal labour**. Pilot policies can give the experience and insight necessary to amend other policies for greater success.

In addition to compiling reports and charts of output data for analysis and policy recommendation, the survey results can be used to organize seminars with management agencies and experts in order to complete reports and recommendations.

5.3. Results of field surveys

After completing the questionnaires, the consulting agency conducted a trial survey in Thanh Hoa. After that, it made an assessment of the questionnaires and all of the adjustments necessary to produce an official questionnaire.

The field survey was conducted in the selected locations only.

However, one challenge was that in February 2011 it was impossible for the survey teams to travel by aircraft or by train. The consulting agency had to hire a van to take the teams to the area to ensure the progress of survey and conduct group discussions and discussions with the local authorities. The survey progressed smoothly thanks to great support of the local governments and the enthusiastic cooperation of the local labourers in providing relevant information.

In 3 provinces (Thanh Hoa, Binh Dinh and Dong Thap), the staff of the Labour, Invalids and Social Affairs Department offered a lot of useful advice that helped the team reach the right audience and achieve the best quality results. The team collected 1652 personal questionnaires, 12 sets of workers' opinions (through group discussions), and 3 sets of general opinions from the commune governments. The survey supervisors affirmed that the survey was conducted in a strict, honest and random manner.

The advisory agency checked and collected the questionnaires. They had the survey staff explain unclear points and directly re-interviewed the information providers in doubt. Initially, the advisory agency adopted 100% of the questionnaires for synthesis and analysis. According to the advisory agents the discussions were generally of good quality.

6. SYNTHESIS and ANALYSIS of SURVEY DATA

6.1. Database

The database was built using the standard format of the Special Purpose Statistics Software (SPSS) with full logic controls that run on SPSS Data Entry Builder 4.0. All variables were fully determined (variable names, variable types, variable labels, value labels and missing values).

The data entry was conducted twice independently and the inputs were compared to detect any mechanical faults. The mechanical errors were then corrected using the information obtained from the questionnaires.

All the data was entered and saved in different formats which helped make the data readable by different softwares like SPSS, Winstata, Excel, Fox, and Dbase. For the other formats of SPSS, the consulting agency provided a dictionary of variables in the

form of an Excel spreadsheet. This dictionary was extracted directly from SPSS. The database was also presented in two versions, one in Vietnamese and the other in English.

6.2. Scale and distribution of informal labour under survey

6.2.1. Distribution by work location

As planned, the field survey was conducted in three provinces (th: Thanh Hoa; bd: Binh Dinh; dt: Dong Thap) and in three regions (North, Central and South). Two areas – urban and rural – were also taken into account, consistent with the model design of labour distribution (Section 3.2.2). Also, the data from previous surveys showed that the proportion of informal labour from rural areas to the city was relatively high. Table 1 provides details on the work locations of informal labour under survey.

Table 1: Work location of informal labour under official survey

			Areas		Total
			urban	rural	
Province	bd	count	450	100	550
		% within province	81.8	18.2	100
	dt	Count	354	196	550
		% within province	64.4	35.6	100
	th	Count	440	112	552
		% within province	79.7	20.3	100
Total		Count	1244	408	1652
		% within province	75.3	24.7	100

The informal labour was largely comprised of the people native to the province and no more than 7% from other provinces.

6.2.2. Distribution by gender and age

To identify this distribution more easily, the age of the participants was classified into five groups (as done in the study of population and labour). Distribution by age groups of male and female workers in different locations was not the same. For instance, in Thanh Hoa (a province in the North) the age groups of informal labour were distributed relatively equally (women 20-54 and men 20-59). Working women between the ages of 20-24 accounted for the highest rate of informal labourers, which gradually reduced when

the working age increased. Whereas, working men of age group 50-54 occupied the highest level.

This was likely due to the fact that almost all men between the ages of 20-24 were still in vocational schools, secondary schools, or other training institutions, but it was not so for women of the same age. This explains why women found work sooner. Figure 1a and 1b shows this distribution.



Figure 1a: Age distribution of working women in Thanh Hoa

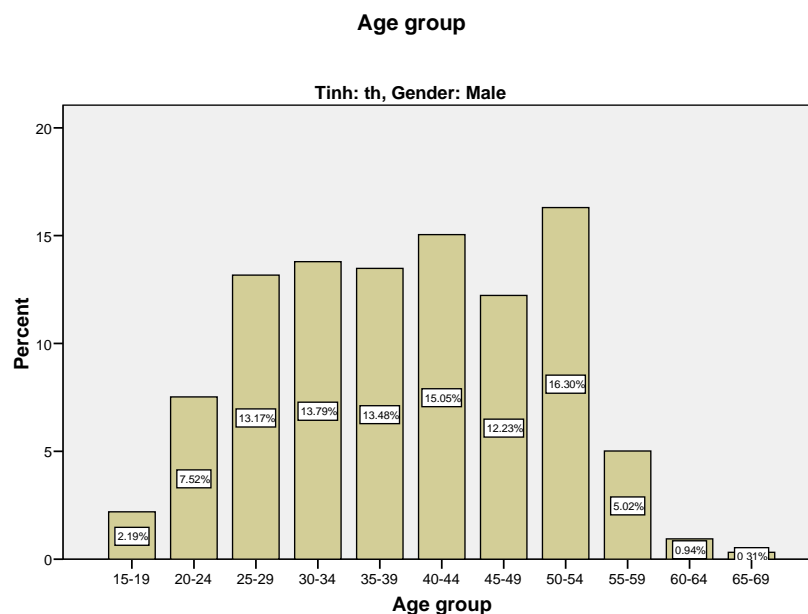


Figure 1b: Age distribution of working men in Thanh Hoa

In the Central provinces and the South, this distribution of gender was seen even more clearly. The percentage of informal working women surveyed in Dong Thap was

highly concentrated in the age group of 20-24, while working men were distributed quite equally amongst the age groups. This likely demonstrates the difference in customs and culture of the two regions. Figure 2a and 2b show more details.



Figure 2a: Age structure of working men surveyed in Dong Thap

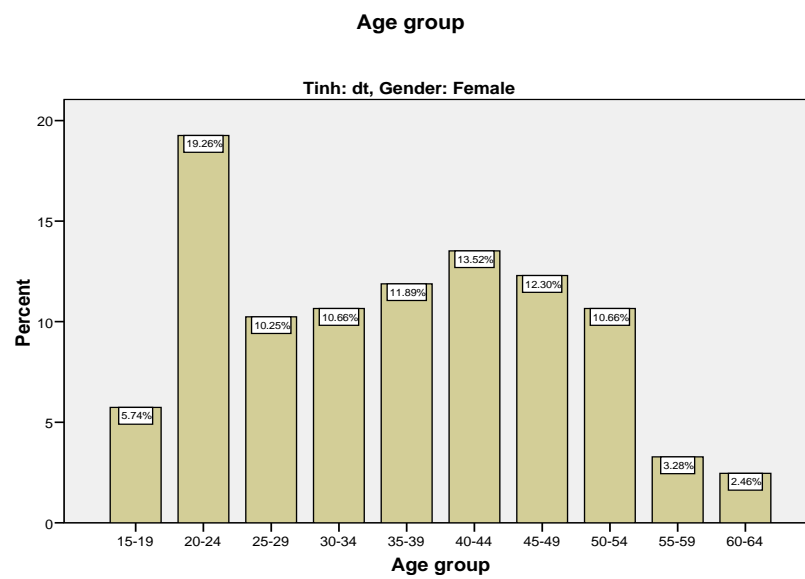


Figure 2b: Age structure of working women surveyed in Dong Thap

The difference in age and gender distribution shown above was not found in Binh Dinh (a central province).

6.2.3. Marital status

The informal labourers were mainly married and living with their spouses. Statistics from the survey showed that this was true for more than 75% of the informal workers. This might show us that most of the non-official workers found jobs to meet the needs of their families. Their family responsibilities did not allow them various job options.

We can verify this hypothesis by analyzing the non-official workers' positions in their families. The following statistics will help identify the accuracy of the theory. Table 1 shows more details of the people surveyed by province.

Table 1a: **Relationship to the head of household(a)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Head	531	42.7	42.9	42.9
	Spouse	230	18.5	18.6	61.5
	son/ daughter	320	25.7	25.9	87.4
	Parents	6	.5	.5	87.9
	Other relative	150	12.1	12.1	100.0
	Total	1237	99.4	100.0	
Missing	System	7	.6		
Total		1244	100.0		

a urban/ rural = urban

Table 1b: **Relationship to the head of household(a)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Head	152	37.3	37.3	37.3
	Spouse	133	32.6	32.7	70.0
	son/ daughter	97	23.8	23.8	93.9
	Parents	3	.7	.7	94.6
	Other relative	22	5.4	5.4	100.0
	Total	407	99.8	100.0	
Missing	System	1	.2		
Total		408	100.0		

a urban/ rural = rural

The number of informal workers identified as householders in urban areas was 42.9% and 37% in rural areas. If both the husband and wife of the household were included, the proportion would be 62% and 70% respectively. Also, it is notable that 21.7% of those surveyed were not married.

Table 2: Marital status of the people surveyed by province and gender

current marital status(a) - Tinh = bd , Gender = Male

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single	41	15.0	15.1	15.1
	Married	226	82.8	83.1	98.2
	Widowed	3	1.1	1.1	99.3
	Divorced/ Separated	2	.7	.7	100.0
	Total	272	99.6	100.0	

current marital status(a) - Tinh = bd , Gender = Female

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single	46	16.6	16.7	16.7
	Married	219	79.1	79.3	96.0
	Widowed	10	3.6	3.6	99.6
	Divorced/ Separated	1	.4	.4	100.0
	Total	276	99.6	100.0	

current marital status(a) - Tinh = dt , Gender = Male

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	single	78	25.5	25.6	25.6
	married	225	73.5	73.8	99.3
	widowed	2	.7	.7	100.0

Total	305	99.7	100.0
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current marital status(a) - Tinh = dt , Gender = Female

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Single	74	30.3	30.3	30.3
Married	150	61.5	61.5	91.8
Widowed	9	3.7	3.7	95.5
Divorced/ Separated	11	4.5	4.5	100.0
Total	244	100.0	100.0	

6.2.4. Educational and technical qualifications of the people surveyed

The informal labourers surveyed were mostly school graduates, regardless of region and gender (Table 3). However, there was a difference in education level between the rural and urban areas (Table 4).

Although it was not too serious a problem, this difference affects how the informal workers benefitted from the policies of the State. This issue will be discussed in the last section of this report.

Table 3: Education level by region and gender

Tinh	Gender	Valid	Education Level	Frequency	Percent	Valid Percent	Cumulative Percent
bd	Male	Valid	Not completed primary school	5	1.8	1.8	1.8
			Primary school graduation	30	11.0	11.0	12.8
			High school graduation	113	41.4	41.4	54.2
			Senior high school graduation	125	45.8	45.8	100.0
			Total	273	100.0	100.0	
	Female	Valid	Illiterate	2	.7	.7	.7
			Not completed primary school	12	4.3	4.3	5.1
			Primary school	35	12.6	12.6	17.7

			graduation				
			High school graduation	109	39.4	39.4	57.0
			Senior high school graduation	119	43.0	43.0	100.0
			Total	277	100.0	100.0	
dt	Male	Valid	Illiterate	8	2.6	2.6	2.6
			Not completed primary school	24	7.8	7.8	10.5
			Primary school graduation	64	20.9	20.9	31.4
			High school graduation	81	26.5	26.5	57.8
			Senior high school graduation	129	42.2	42.2	100.0
			Total	306	100.0	100.0	
	Female	Valid	Illiterate	15	6.1	6.1	6.1
			Not completed primary school	29	11.9	11.9	18.0
			Primary school graduation	65	26.6	26.6	44.7
			High school graduation	47	19.3	19.3	63.9
			Senior high school graduation	88	36.1	36.1	100.0
			Total	244	100.0	100.0	
th	Male	Valid	Illiterate	1	.3	.3	.3
			Not completed primary school	23	7.2	7.2	7.5
			Primary school graduation	66	20.7	20.7	28.2
			High school graduation	133	41.7	41.7	69.9
			Senior high school graduation	96	30.1	30.1	100.0
			Total	319	100.0	100.0	
	Female	Valid	Illiterate	1	.4	.4	.4
			Not completed primary school	8	3.4	3.4	3.9
			Primary school graduation	35	15.0	15.0	18.9
			High school graduation	80	34.3	34.3	53.2

Senior high school graduation	109	46.8	46.8	100.0
Total	233	100.0	100.0	

Table 4: Education Level by Region and Gender

urban/ rural	Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Urban	Male	Valid	Illiterate	6	.9	.9	.9
			Not completed primary school	32	4.6	4.6	5.5
			Primary school graduation	109	15.8	15.8	21.3
			High school graduation	252	36.6	36.6	57.9
			Senior high school graduation	290	42.1	42.1	100.0
			Total	689	100.0	100.0	
	Female	Valid	Illiterate	14	2.5	2.5	2.5
			Not completed primary school	29	5.2	5.2	7.7
			Primary school graduation	92	16.6	16.6	24.3
			High school graduation	167	30.1	30.1	54.4
			Senior high school graduation	253	45.6	45.6	100.0
			Total	555	100.0	100.0	
Rural	Male	Valid	Illiterate	3	1.4	1.4	1.4
			Not completed primary school	20	9.6	9.6	11.0
			Primary school graduation	51	24.4	24.4	35.4
			High school graduation	75	35.9	35.9	71.3
			Senior high school graduation	60	28.7	28.7	100.0
			Total	209	100.0	100.0	
	Female	Valid	Illiterate	4	2.0	2.0	2.0

Not completed primary school	20	10.1	10.1	12.1
Primary school graduation	43	21.6	21.6	33.7
High school graduation	69	34.7	34.7	68.3
Senior high school graduation	63	31.7	31.7	100.0
Total	199	100.0	100.0	

In terms of professional and technical skills, most of the informal workers were unskilled or had learned a trade but were not officially certified (83% in rural areas and 80% in urban areas). So, it is clear that most informal workers had no opportunities to find stable jobs with normal pay. Facts show that without technical skills workers mostly do hard manual work, receive little protection, and they themselves do not know much about their rights. A relatively common phenomenon was that they must do any job available to them, not the job they want or choose. Table 5 provides information on professional and technical qualifications of informal workers surveyed by area and gender.

Table 5: Technical qualification by area and gender

urban/ rural	Gender		Frequency	Percent	Valid Percent	Cumulative Percent
urban	Male	Valid	406	58.9	58.9	58.9
		Not any Technical worker without certificate	139	20.2	20.2	79.1
		Primary training	39	5.7	5.7	84.8
		Intermediate training	61	8.9	8.9	93.6
		College, university	44	6.4	6.4	100.0
		Total	689	100.0	100.0	

	Female	Valid	Not any Technical worker without certificate	377	67.9	67.9	67.9
			Primary training	64	11.5	11.5	79.5
			Intermediat e training	23	4.1	4.1	83.6
			College, university	55	9.9	9.9	93.5
			Total	36	6.5	6.5	100.0
				555	100.0	100.0	
rural	Male	Valid	Not any Technical worker without certificate	121	57.9	57.9	57.9
			Primary training	54	25.8	25.8	83.7
			Intermediat e training	14	6.7	6.7	90.4
			College, university	13	6.2	6.2	96.7
			Total	7	3.3	3.3	100.0
				209	100.0	100.0	
	Female	Valid	Not any Technical worker without certificate	144	72.4	72.4	72.4
			Primary training	26	13.1	13.1	85.4
			Intermediat e training	8	4.0	4.0	89.4
			College, university	13	6.5	6.5	96.0
			Total	8	4.0	4.0	100.0
				199	100.0	100.0	

Notwithstanding, 6% of the surveyed workers, mostly young workers, finished university and college (Table 6).

Table 6: Age distribution of informal workers as university-college graduates by group
age

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 20-24	20	21.1	21.1	21.1
25-29	19	20.0	20.0	41.1
30-34	17	17.9	17.9	58.9
35-39	7	7.4	7.4	66.3
40-44	6	6.3	6.3	72.6
45-49	13	13.7	13.7	86.3
50-54	6	6.3	6.3	92.6
55-59	4	4.2	4.2	96.8
60-64	2	2.1	2.1	98.9
65-69	1	1.1	1.1	100.0
Total	95	100.0	100.0	

Updates on work status will help us identify this issue more clearly.

6.3. Work status of informal workers

6.3.1. Current work of informal workers

There were 24 main jobs undertaken by the informal workers under survey. The survey results showed that there was some difference in gender distribution between the informal workers in general, and between informal workers of rural and urban areas in particular. Table 7 provides background information on this aspect in urban areas.

Table 7: Main jobs of urban informal labour

Current jobs	Frequency	Valid Percent
Male		
Processing worker, hand carver, machine operator, mechanic, electrician	146	21.89
Bus driver	94	14.09
Porter	58	8.70
Producer /service provider	58	8.70
Grocery shop owner	56	8.40
Food caterers	40	6.00

Lorry driver	32	4.80
Female		
Grocery seller	123	22.94
Food caterers	113	21.08
processing worker, hand carver, machine operator, mechanic, electrician	63	11.75
Vegetable and food seller	39	7.27
Clothing retailer	36	6.71
Health staff	26	4.85

48% of the male labourers worked as lorry drivers, bus drivers, porters, producers, machine operators or equipment repairmen. A modest percentage (8.7%) of workers worked as small producers or service providers (also called household businesses).

A considerable percentage (23%) of the female employees were hired at grocery stalls or in the markets. 25.93% of the female employees served customers in restaurants, hotels, spas or healthcare centers.

In rural areas, the situation was different. Most male employees worked in manufacturing, processing, or industrial maintenance establishments (41.7%). Some worked in the construction field, in trading companies, or in their own businesses. A small percentage worked in the food service sector or transportation.

The majority of rural female workers found jobs in manufacturing establishments or set up their own businesses buying and selling agricultural products and groceries. The rate of rural workers in the service sector (restaurants/hotels/healthcare centers) was smaller than that of informal workers in urban areas. Table 8 provides key information about this structure.

Table 8: Main jobs of rural informal labour

Current jobs	Frequency	Valid Percent
Male		
Processing worker, hand carver, machine operator, mechanic, electrician	83	41.71
Grocery seller	15	7.54
Producer /service provider	14	7.04
Food caterer	13	6.53
House builder/repairer	13	6.53
Fuel, material and equipment seller	12	6.03
Bus driver	10	5.03

Female		
Processing worker, hand carver, machine operator, mechanic, electrician	45	22.96
Grocery shop owner	36	18.37
Food caterers	25	12.76
Vegetable and food seller	22	11.22
Clothing retailer	13	6.63
Healthcare staff	9	4.59
Producer /service provider	9	4.59

6.3.2. Work stability and professional suitability

In particular cases, job stability may reflect the status of workers. A hard job with low pay may show that the workers are in a disadvantageous position. Similarly, the frequent changing of poorly paid jobs points to a high potential for unemployment – a constant threat for informal workers. Table 9 provides more information given by the informal workers in both areas surveyed by gender:

Table 9: Working time at current jobs of surveyed workers (years)

Tinh	Urban/ Rural	Gender	Minimu m	Maximu m	Mean	Std. Deviation
bd	Urban	Male	.08	50.00	10.2842	9.01369
		Female	.08	35.00	8.8920	8.03092
	Rural	Male	.25	60.00	16.9410	15.12133
		Female	.17	26.67	7.0801	7.18627
dt	Urban	Male	.08	30.00	7.7928	6.97875
		Female	.08	40.00	6.8054	8.37334
	Rural	Male	.08	30.00	5.9963	6.94577
		Female	.08	28.00	6.4809	6.89354
th	Urban	Male	.17	35.00	6.3407	5.94375

	Female	.17	30.00	6.0764	5.96897
Rural	Male	1.00	25.00	6.4427	6.34271
	Female	.25	30.00	8.8229	6.23133

The specific statistics indicate that the work stability of informal workers is not high. The relative standard deviation, which came near to the average line, shows a higher dispersion of the working time at their current job. To see this issue more clearly we will need more detailed analysis. The following is a statistical analysis, by quintile, of the current working time and age group of informal workers (Table 10a, 10b).

Table 10a: The longest current working time by quintile

OLAP Cubes

Percentile Group of c13n	N	Maximum
1	330	1.67
2	326	3.08
3	349	7.00
4	312	14.00
5	326	60.00
Total	1643	60.00

Table 10b: Current working time by quintile of age group

Age group	Percentile Group of c13n				
	1	2	3	4	5
15-19	15.5%	2.1%	.6%	.0%	.0%
20-24	33.6%	16.6%	5.2%	.6%	.0%
25-29	17.3%	25.5%	16.0%	3.2%	.3%
30-34	10.6%	18.1%	20.1%	13.8%	3.1%
35-39	6.7%	9.2%	17.5%	21.2%	7.7%
40-44	5.5%	10.1%	15.5%	18.9%	20.2%

45-49	3.0%	7.4%	11.5%	20.8%	23.6%
50-54	5.8%	6.7%	7.7%	11.2%	22.4%
55-59	.6%	2.1%	3.7%	6.7%	13.8%
60-64	.6%	1.2%	2.0%	1.6%	4.9%
65-69	.6%	.3%	.0%	1.3%	1.8%
70+	.3%	.6%	.3%	.6%	2.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

The information from the table above shows that the highest stability or sustainability of work belonged to the higher age groups (40 years old or more). If the linear correlation coefficients of the workers' current working time and their age are calculated, we have the following coefficient (Table 11):

Table 11: Correlations between age and number of months at current job

urban/ rural	Gender			Age	How long have you been working in year?
urban	Male	Age	Pearson Correlation	1	.556(**)
			Sig. (2-tailed)		.000
			N	689	684
		how long have you been working in year?	Pearson Correlation	.556(**)	1
			Sig. (2-tailed)	.000	
		N	684	684	
	Female	Age	Pearson Correlation	1	.623(**)
			Sig. (2-tailed)		.000
			N	555	552
		how long have you been working in year?	Pearson Correlation	.623(**)	1
			Sig. (2-tailed)	.000	
		N	552	552	
rural	Male	Age	Pearson Correlation	1	.515(**)
			Sig. (2-tailed)		.000
			N	209	208
		how long have you been working in year?	Pearson Correlation	.515(**)	1

		Sig. (2-tailed)	.000	
		N	208	208
Female	Age	Pearson Correlation	1	.547(**)
		Sig. (2-tailed)		.000
		N	199	199
	how long have you been working in year?	Pearson Correlation	.547(**)	1
		Sig. (2-tailed)	.000	
		N	199	199

** Correlation is significant at the 0.01 level (2-tailed).

With the level of 1%, all the correlation coefficients above are positive. So, it is clear that work stability was a characteristic of the informal workers' employment. In other words, they did not have any opportunity to or did not intend to change their job.

The dispersal of their current working time was because of the age difference between men and women, and between urban and rural areas. A very small percentage of informal workers had technical expertise. Yet, those who had technical skills were able to find more stable jobs than the college/university graduates did. Table 12 shows this situation.

Table 12: Workers with technical expertise and professional suitability

			Is current job fit for your trained technical qualification?		Total
			Yes	No	
highest technical qualification	Technical worker without certificate	Count	209	58	267
		% within highest technical qualification	78.3%	21.7%	100.0%
	Primary training	Count	53	24	77
		% within highest technical qualification	68.8%	31.2%	100.0%
	Intermediate training	Count	66	72	138
		% within highest technical qualification	47.8%	52.2%	100.0%

	College, university	Count	36	56	92
		% within highest technical qualification	39.1%	60.9%	100.0%
Total		Count	415	465	880
		% within highest technical qualification	47.2%	52.8%	100.0%

People who were technically skilled but not certified found it easier to get a suitable job (78% and 69%).

6.3.3. Position of informal employees

The rate of self-employed male informal labour in the urban areas identified was over 60% and it was 51.7% in rural areas. The percentage of male labour as wage earners in both areas was about 26%. So, it is clear that the rate of informal workers who actively created jobs for themselves was not small.

51% of females were self-employed and the number of wage earners in urban areas was higher than that in rural areas (Table 12a - 12d). Table 8 shows that the self-employed did mainly simple work such as selling groceries or lottery tickets.

Table 12a: Position of urban male labour
position at work(a) - a urban/ rural = urban, Gender = Male

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employer	167	24.2	24.4	24.4
	Self-account worker	245	35.6	35.8	60.2
	Unpaid family worker	80	11.6	11.7	71.9
	Wage worker	182	26.4	26.6	98.5
	Member of cooperative	4	.6	.6	99.1
	In-job-trainee	6	.9	.9	100.0
	Total	684	99.3	100.0	
Missing	System	5	.7		
Total		689	100.0		

Table 12b: Position of rural male labour
position at work(a) - urban/ rural = rural, Gender = Male

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Employer	63	30.1	30.1	30.1
Self-account worker	45	21.5	21.5	51.7
Unpaid family worker	28	13.4	13.4	65.1
Wage worker	54	25.8	25.8	90.9
Member of cooperative	15	7.2	7.2	98.1
In-job-trainee	4	1.9	1.9	100.0
Total	209	100.0	100.0	

Table 12c: Position of urban female labour
position at work(a)- urban/ rural = urban, Gender = Female

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Employer	106	19.1	19.2	19.2
Self-account worker	176	31.7	31.8	51.0
Unpaid family worker	88	15.9	15.9	66.9
Wage worker	176	31.7	31.8	98.7
In-job-trainee	7	1.3	1.3	100.0
Total	553	99.6	100.0	
Missing System	2	.4		
Total	555	100.0		

Table 12d: Position of rural female labour
position at work(a) - urban/ rural = rural, Gender = Female

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employer	76	38.2	38.8	38.8
	Self-account worker	40	20.1	20.4	59.2
	Unpaid family worker	42	21.1	21.4	80.6
	Wage worker	34	17.1	17.3	98.0
	Member of cooperative	1	.5	.5	98.5
	In-job-trainee	3	1.5	1.5	100.0
	Total	196	98.5	100.0	
Missing	System	3	1.5		
Total		199	100.0		

6.3.4. Particular features of work establishments

6.3.4.1 Accounting

58% of informal workers worked in establishments with business permits. 49% worked in establishments with a tax code. Only 8.8% worked in establishments with social insurance, and 12% worked in establishments with bookkeeping systems.

Table 13: Scale of production and business establishments using informal workers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - 20 labourers	1493	90.4	93.5	93.5
	21 - under 300 labourers	95	5.8	6.0	99.5
	More than 300 labourers	8	.5	.5	100.0
	Total	1596	96.6	100.0	
Missing	System	56	3.4		
Total		1652	100.0		

6.3.4.2. Forms of economic activities

Most of the informal employees (72%) were self-employed or worked in household businesses while 24.5% worked in private establishments. Only a few worked in other economic sectors. Table 14 provides information about employees working in various economic sectors.

Table 14: Informal labour distribution by economic activity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Household/ Individual	751	45.5	47.4	47.4
	Business household	392	23.7	24.7	72.1
	Collective	30	1.8	1.9	74.0
	Private	388	23.5	24.5	98.4
	State	21	1.3	1.3	99.7
	Foreign investment	4	.2	.3	100.0
	Total	1586	96.0	100.0	
Missing	System	66	4.0		
Total		1652	100.0		

6.3.4.3 Work condition and position

Nearly 67% of informal employees worked at home or had a fixed office. The rest (33%) had no fixed work location or had a fixed location but no building or office space. Table 15 provides details of this situation.

Table 15: Work Place

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fixed office	422	25.5	25.7	25.7
	Own home/client's home	675	40.9	41.2	66.9
	Outdoor fixed location	228	13.8	13.9	80.8
	Mobile location	315	19.1	19.2	100.0
	Total	1640	99.3	100.0	
Missing	System	12	.7		
Total		1652	100.0		

6.4. Labour contract of working time and pay

6.4.1. Form of labour contract

As mentioned above, this information is only meaningful to salaried employees. The self-employed do not find it useful. Of the 93.9% of the informal labour surveyed, only 7.2% signed a contract – 28% worked on verbal agreements, and 64% worked without any form of written contract or verbal agreement. Table 16 provides detailed information about this situation.

Table 16: Contracted labour

The form of your contract

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No – time contract	43	2.6	2.8	2.8
	1- 3 years contract	41	2.5	2.6	5.4
	Under 1 year contract	28	1.7	1.8	7.2
	Thoa thuan mieng	439	26.6	28.3	35.5
	No contract	1001	60.6	64.5	100.0
	Total	1552	93.9	100.0	
Missing	System	100	6.1		
Total		1652	100.0		

6.4.2. Pay and method of paying

For the business owners, labour pay was not separate – it was included in the total revenues of their establishment. So, the data obtained from this sector did not reflect the situation of informal workers - this issue must be regulated by corporate law.

For the informal workers working in other sectors, their monthly pay is described in Table 17.

The average pay of informal workers increased steadily from the North to the South both by gender and area. In the urban area of Thanh Hoa (a northern province) the salaries of 25% of the informal labourers did not exceed 1.2 million VND per month. In the rural areas, this amount was much lower (male: 0.54 million VND; women: million VND). In Binh Dinh, this rate increased in both rural and urban areas for both genders (from 1 million VND to 1.5 million VND). In Dong Thap, the situation was similar to that of Binh Dinh. With such pay, at least 75% of the informal labourers (except business owners) were eligible to buy social insurance.

Province	Gender			
	Male		Female	
	Area		Area	
	Urban	Rural	Urban	Rural

th	Mean		1694.37	1298.40	1813.16	1906.92	
	Std. Deviation		793.299	1128.538	1315.316	1685.761	
	Percentiles	25	1200.00	540.00	1200.00	1000.00	
		50	1500.00	540.00	1500.00	1450.00	
		75	2000.00	2000.00	2000.00	2250.00	
	bd	Mean		2399.31	1570.33	2345.24	1760.48
		Std. Deviation		2106.716	887.882	2033.670	811.581
		Percentiles	25	1500.00	1000.00	1500.00	1200.00
			50	2000.00	1425.00	2000.00	1500.00
75			3000.00	2000.00	2500.00	2000.00	
dt	Mean		2569.91	2269.32	2231.62	1866.94	
	Std. Deviation		3369.477	1140.312	3144.636	1596.485	
	Percentiles	25	1450.00	1500.00	1200.00	1000.00	
		50	2000.00	2300.00	1800.00	1350.00	
		75	3000.00	3000.00	2250.00	2025.00	

Methods of paying are shown in Table 18. As we can see, 51% of informal workers got paid based on the quantity of the products they made, 27% got paid by the hour, 24% got a fixed salary, and other forms of pay accounted for 15% (a number of employees were paid in various forms).

Of the people who got a salary and a wage, only 11% signed in the payroll. The remaining got paid without regular payroll signing. This will be an obstacle when labourers want to buy voluntary social insurance.

Table 18: Forms of pay

Pay and methods of pay	N	Percent
Fixed pay	1651	24
Commission	1652	8
By day/ hour	1652	27
By product	1648	51
Unpaid	1652	1
Others	1649	15
Sign payroll	1540	11

Additionally, the survey showed that only 9% of the informal workers got paid during vacations and holidays. Also, most informal workers did not get periodic pay raises (except those working in the foreign invested enterprises).

Table 19: Periodical pay raise by particular ownership of workplace.

Have you had a pay rise periodically?

Ownership of the establishment			Frequency	Percent	Valid Percent	Cumulative Percent
.	Valid	Yes	2	3.0	12.5	12.5
		No	14	21.2	87.5	100.0
		Total	16	24.2	100.0	
Missing	System		50	75.8		
		Total	66	100.0		
Household/ individual	Valid	Yes	24	3.2	3.3	3.3
		No	700	93.2	96.7	100.0
		Total	724	96.4	100.0	
Missing	System		27	3.6		
		Total	751	100.0		
Business household	Valid	Yes	50	12.8	13.2	13.2
		No	330	84.2	86.8	100.0
		Total	380	96.9	100.0	
Missing	System		12	3.1		
		Total	392	100.0		
Collective	Valid	Yes	3	10.0	10.0	10.0
		No	27	90.0	90.0	100.0
		Total	30	100.0	100.0	
Private	Valid	Yes	45	11.6	11.7	11.7
		No	339	87.4	88.3	100.0
		Total	384	99.0	100.0	
Missing	System		4	1.0		
		Total	388	100.0		
State	Valid	Yes	1	4.8	4.8	4.8
		No	20	95.2	95.2	100.0
		Total	21	100.0	100.0	
Foreign investment	Valid	Yes	3	75.0	75.0	75.0
		No	1	25.0	25.0	100.0
		Total	4	100.0	100.0	

According to the survey, just a small percentage of informal workers - 13.2% at most - working in household businesses, collectives and private enterprises got periodical raises. Table 19 provides details on different types of enterprise ownership.

There were many reasons for which employers did not give periodical raises to informal workers. One was that they mostly did manual work that did not require improved professional skills.

Unlike informal workers working in household businesses, workers working in state-owned organizations, collectives and private enterprises received annual bonuses and gifts. Table 20 provides details on this situation.

Table 20: Annual bonus in economic sectors

Ownership of the establishment			Frequency	Percent	Valid Percent	Cumulative Percent
.	Valid	Yes	2	3.0	12.5	12.5
		No	14	21.2	87.5	100.0
		Total	16	24.2	100.0	
	Missing	System	50	75.8		
		Total	66	100.0		
Household/ individual	Valid	Yes	53	7.1	7.3	7.3
		No	670	89.2	92.7	100.0
		Total	723	96.3	100.0	
	Missing	System	28	3.7		
		Total	751	100.0		
Business household	Valid	Yes	73	18.6	19.2	19.2
		No	307	78.3	80.8	100.0
		Total	380	96.9	100.0	
	Missing	System	12	3.1		
		Total	392	100.0		
Collective	Valid	Yes	5	16.7	16.7	16.7
		No	25	83.3	83.3	100.0
		Total	30	100.0	100.0	
Private	Valid	Yes	84	21.6	21.7	21.7
		No	303	78.1	78.3	100.0
		Total	387	99.7	100.0	
	Missing	System	1	.3		
		Total	388	100.0		
State	Valid	Yes	17	81.0	81.0	81.0
		No	4	19.0	19.0	100.0
		Total	21	100.0	100.0	
Foreign	Valid	Yes	4	100.0	100.0	100.0

6.4.3. Working time

The weekly working time of most informal employees was from 6 to 7 days per week in all businesses. Daily working time is reflected in Table 21. In the household businesses and private companies over 50% of the informal workforce had to work at least nine hours or more a day. It was common that the self-employed worker worked over 12 hours per day (367 / 1652 workers surveyed). A considerable number of workers had to work 18 hours per day; generally, these were the ones working in service sector, especially food catering and cleaning. They voluntarily worked longer hours in order to get higher wages.

Table 21: Working time per day (hours)

Ownership of the establishment	Value	Frequency	Percent
Household/ individual	<6	31	4.2
	6-8	277	37.6
	>=9	429	58.2
	Total	737	100
Business household	<6	13	3.5
	6-8	147	39.2
	>=9	215	57.3
	Total	375	100
Collective	<6	1	3.4
	6-8	24	82.8
	>=9	4	13.8
	Total	29	100
Private	<6	15	4
	6-8	238	62.8
	>=9	126	33.2
	Total	379	100
State	<6	1	5
	6-8	10	50
	>=9	9	45
	Total	20	100
Foreign investment	6-8	4	100

With the income compared to the work hours, the pay by hour of the informal workers was extremely low. They resigned themselves to working in poor working

conditions with little protection. Talking with a number of the self-employed in Dong Thap, we found that many people had almost no visible income – their daily expenses solely depended on the deferred payment allowed by the goods supplier.

The rate of informal workers doing extra work apart from their main job was very small (about 6%). Clearly, the time available for extra work was minute given the long hours worked by most informal workers.

6.4.4. Training for informal workers

Almost all of the employers had no intention of offering training to the informal workers. If any, no more than 8% of the informal workers got trained. This is accepted as common practice, especially when the workforce in general and informal labour in particular is in abundance.

Most of the business or service establishments did not need skilled labour and the employees did not pay much attention to this issue either. Evidence of this (see Table 22a) was that only 17% of the informal workers required additional training. When asked about their current job, 85% of the informal workers surveyed said they found their current positions acceptable or felt satisfied with them (see Table 22b).

Table 22a: Demand for further training of informal workers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	276	16.7	16.8	16.8
	No	1362	82.4	83.2	100.0
	Total	1638	99.2	100.0	
Missing	System	14	.8		
Total		1652	100.0		

Table 22b: Self-assessment of informal workers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	17	1.0	1.0	1.0
	Dissatisfied	231	14.0	14.0	15.0
	Normal	741	44.9	45.0	60.0
	Satisfied	583	35.3	35.4	95.4
	Very Satisfied	76	4.6	4.6	100.0
	Total	1648	99.8	100.0	
Missing	System	4	.2		

Total	1652	100.0	
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Up to 74.4% of the surveyed informal workers said that they accepted their current pay and that it could help them have a normal and stable life (see Table 22c).

Table 22c: Life self-evaluation of informal workers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excess	29	1.8	1.8	1.8
	Normal	1198	72.5	72.7	74.4
	Lack	422	25.5	25.6	100.0
Total		1649	99.8	100.0	
Missing	System	3	.2		
Total		1652	100.0		

6.5. Informal workers' understanding and need of insurance

6.5.1. Awareness and understanding of policy

Most informal workers understood that they had the right to buy social insurance as well as health insurance. Tables 23a and 23b show that up to 74% thought that they could take out social insurance and 89% said they could buy health insurance.

Table 23a: Perception of the right to access health insurance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1448	87.7	88.9	88.9
	No	181	11.0	11.1	100.0
	Total	1629	98.6	100.0	
Missing	System	23	1.4		
Total		1652	100.0		

Table 23a: Perception of the right to access social insurance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1196	72.4	74.2	74.2

	No	416	25.2	25.8	100.0
	Total	1612	97.6	100.0	
Missing	System	40	2.4		
Total		1652	100.0		

6.5.2. Accessing social insurance and health insurance

Although the informal workers knew that they were allowed to access insurance, their work place did not bring it to them. A small percentage worked in the establishments with social insurance, and only 24% worked in the establishments with health insurance.

Reasons for not having these two types of insurance came from both sides (see Table 24a). The reason why the informal workers did not have social insurance was that they did not want to buy it or did not care about it. Only 18.6% did not know about it. A few said that the application for insurance was too complex (see Table 24b).

Table 24a: Enterprises – factors causing informal employees to be without social insurance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Enterprises do not pay	350	21.2	23.4	23.4
	The employee does not pay	543	32.9	36.4	59.8
	other reasons	600	36.3	40.2	100.0
	Total	1493	90.4	100.0	
Missing	System	159	9.6		
Total		1652	100.0		

Table 24b: Informal workers – factors causing them to be without social insurance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't want	164	9.9	31.1	31.1
	Don't know	98	5.9	18.6	49.6
	Don't think	254	15.4	48.1	97.7
	Difficult to	12	.7	2.3	100.0

	record			
	Total	528	32.0	100.0
Missin	System	1124	68.0	
g				
Total		1652	100.0	

The data obtained from the workers surveyed shows that 75.7% of the informal workers said they could not get assessed to health insurance. When asked why 24.3% said their company did not buy it for them; 32.3% said they refused to buy it; and 43% said this was due to other causes. The answer to the question why the informal employees themselves did not buy health insurance was that they did not want to or they did not regard it as important. Only 10% said they did not know that they could buy health insurance (Tables 25a and 25b provide detailed information).

Table 25a: Enterprises – factors causing informal employees to be without health insurance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Enterprises do not pay	294	17.8	24.3	24.3
	The employee does not pay	391	23.7	32.3	56.6
	other reasons	525	31.8	43.4	100.0
	Total	1210	73.2	100.0	
Missin	System	442	26.8		
g					
Total		1652	100.0		

Table 25b: Informal workers – factors causing them to be without health insurance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't want	139	8.4	37.1	37.1
	Don't know	39	2.4	10.4	47.5
	Don't think	191	11.6	50.9	98.4
	Difficult to record	6	.4	1.6	100.0
	Total	375	22.7	100.0	
Missin	System	1277	77.3		
g					
Total		1652	100.0		

6.5.3. Voluntary health insurance at work place

45% of the participants said that they already had a voluntary health insurance card; 36.6% said they had heard about it but had not seen any colleagues buy it; and 10% said they had neither seen nor heard about it at their workplace.

6.5.4. Providing voluntary medical insurance for community groups

Voluntary medical insurance has been provided for community groups for years. The participants in the survey were asked how they would buy voluntary health insurance if they could. Most of them said that they would do it in groups with the people in their locality. They said it was because of their habit and they found it safe and convenient (Table 26).

Table 26: Reasons for informal labour to buy voluntary health insurance through groups of local residents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Trusting head	77	4.7	5.9	5.9
	Well organized	559	33.8	43.0	49.0
	Habitual	577	34.9	44.4	93.4
	Others	86	5.2	6.6	100.0
	Total	1299	78.6	100.0	
Missing	System	353	21.4		
Total		1652	100.0		

6.6. Law and desire to find formal employment

6.6.1. Update of regulations and laws

A low percentage of the respondents said that their work establishment often informed them of labour regulations and laws (16.2%). A higher proportion (39%) said that they often self-studied the labour safety regulations and regularly updated themselves with the labour law (36.6%).

6.6.2. Desire

Nearly 45% of the respondents said it was necessary to set up local trade unions to support fellow informal workers in the locality. Table 26 provides more information in each area (urban-rural).

Table 26: Need for local trade unions
Do you need a careers society to support labourers in your area?

Urban/ Rural			Frequency	Percent	Valid Percent	Cumulative Percent
Urban	Valid	Yes	528	42.4	42.6	42.6
		No	711	57.2	57.4	100.0
		Total	1239	99.6	100.0	
	Missing	System	5	.4		
	Total		1244	100.0		
Rural	Valid	Yes	200	49.0	49.8	49.8
		No	202	49.5	50.2	100.0
		Total	402	98.5	100.0	
	Missing	System	6	1.5		
	Total		408	100.0		

When asked about their expectation to find an official job, the respondents of different age groups gave different answers. Table 27a shows that most of the young labourers (under 30 years old) wanted to find an official job. This rate decreased in the higher age groups.

Table 27a: Percentage of informal workers expecting to become formal (surveyed by age group)

Age group	N	%
15-19	42	70.0
20-24	138	74.6
25-29	124	59.6
30-34	97	44.5
35-39	78	37.9
40-44	83	35.9
45-49	48	22.2
50-54	40	22.5
55-59	10	11.2

Similarly, in different regions the answers were different. Table 27b supports this conclusion.

Table 27b: Percentage of informal workers expecting to become formal by region

Tinh			Frequency	Percent	Valid Percent	Cumulative Percent
bd	Valid	Yes	135	24.5	24.8	24.8
		No	409	74.4	75.2	100.0
		Total	544	98.9	100.0	
	Missing	System	6	1.1		
	Total	550	100.0			
dt	Valid	Yes	196	35.6	35.8	35.8
		No	351	63.8	64.2	100.0
		Total	547	99.5	100.0	
	Missing	System	3	.5		
	Total	550	100.0			
th	Valid	Yes	335	60.7	60.8	60.8
		No	216	39.1	39.2	100.0
		Total	551	99.8	100.0	
	Missing	System	1	.2		
	Total	552	100.0			

6.7. Information from group discussion and local governments

6.7.1. Information from group discussions

Twelve group discussions (10 people each) were conducted in the surveyed areas of 12 communes/wards. These discussions focused on capturing the informal employees' needs for protection and support in order to reduce their immediate and long-term difficulties in life. The discussions were also designed to check their understanding of labour rights and obligations. Here is a summary of the main results obtained from these 12 discussions.

- The informal employees only had a rough understanding of what insurance policies were, how to access them, and whether they were allowed to get them or not.
- Many could not tell the difference between social insurance and health insurance when they themselves bought or were offered the insurance by their employer.
- Many thought that the application for social insurance was too complex and no one guided them on how to apply for it.
- As small establishments, the employers did not take out insurance policies and the informal workers themselves did not care - thinking that their jobs were just simple and temporary.
- Most of the informal labourers worked under no contract; so the employers did not buy social insurance for them and the workers themselves did not think they were entitled to it.

Regarding voluntary medical insurance, the discussions also agreed on two issues:

- First, the application for health insurance was too complex for the informal workers and they feared that with health insurance they would be treated as second class patients at medical centres.

- Second, some admitted that they could not afford health insurance so they did not care about this policy.

Aspirations:

- Although most of the informal workers found jobs within their province, they did not know how to register for temporary residence when moving and therefore, they did not benefit from labour policies. They expected to get specific instructions from local authorities.
- Although there were different opinions, the informal employees all wanted to have local trade unions to protect them and help them avoid unnecessary conflicts among themselves as well as with the employers.
- Most of the young workers (under 40 years old) expected to have an official job in an enterprise where they were protected and allowed to benefit from the state's policies and the community welfare.

6.7.2. Information from discussions with local authorities

The governments at various levels and the specialized agencies all showed great interest in this survey by sending their representatives to all of the discussions. When the issues related to informal labour were mentioned, the local authorities all came to an agreement as follows:

- Informal labour has been in existence for a long time and they have undertaken all of the work that the local governments were not able to plan for in advance. This informal workforce contributes to local development by serving as seasonal labourers and generating additional income for themselves and for the local budget.
- The amount and types of employment were stormily increasing in many localities, especially in the outskirts areas, where the freelance workers live a hard life, are not very well-informed, and are difficult to manage.
- The dark side of informal labour was that it affects social order, security, environmental management and occupational safety. Local governments had

taken many measures to get these issues under control. The most common method was management. Nevertheless, the support measures were not many and the effectiveness was low due to the nonuniformity in the way each locality carried out measures.

- The local authorities said that there should be a policy of setting up local trade unions to attract the informal workforce, especially young workers, to the trade unions. This would help reduce the informal workforce and provide better support for them. The general support policies were hard for informal labour to access.

PART III POLICY RECOMMENDATIONS

7. INITIAL CONCLUSIONS AND RECOMMENDATIONS

With information from the surveys in the two major cities of Hanoi and Ho Chi Minh, data analysed in LFS2007 & LFS2009, and further understanding gained through in-depth interviews with informal labourers and local authorities in three provinces under survey, some initial conclusions and recommendations can be made. These can be used as a reference basis to issue some support policies on informal labour and to resolve and prevent the problems that informal labour has generated in the past and may create in the future.

7.1. Trend of official employment diversification

It is obvious that informal employment is almost everywhere, in almost all aspects of socio-economic life, and in almost every economic sector. Statistics from LFS2007 & LFS2009, survey data and information from the discussions all clearly reflect this issue. Although the informal employment under survey was classified into 24 different types, evidence shows that it is even more diverse.

The trend of informal work diversification is generated not only from people's spontaneous job seeking or self-employment, but also from the domestic work establishments, administrative agencies, and foreign invested enterprises as well.

Economic agents are subject to the strictest regulations of labour law and business law. That informal employment is generated by socio-economic development cannot be

denied. Although it has been referred to in several studies, informal employment still needs to be examined again in the Vietnamese labour market.

There are certain differences in the distributions of informal labour such as age, gender, and the types of work of informal workers do in different localities and regions. Also, there are differences in the acceptance of informal employment as informal work by the informal labourers.

7.2. Ability and status of informal workers

Based on various studies, it can be reaffirmed that informal labour has a weakening effect on the labour market. Informal labourers are weak in many respects such as technical education, a poor understanding of the law, ignorance about policies, and their tendency to work without contracts and for unstable pay.

7.3. Policy system is less accessible to informal labour

With their low position at work, informal workers found it difficult to access support policies even though the state and community always tried their best to bring those policies to labour in general and informal labour in particular. Apart from the reasons mentioned above (and in many other studies), the legal system and the approaches by which the legal provisions of the state were communicated to the informal workers were still not as effective as expected.

Many of the legal documents and instructions lacked relevant provisions and guidance to help people with a low education understand and implement the law. Although the localities all had an advisory agency on law, labour and employment, no official advice on insurance or other types of support policies for informal labour was offered. This may be due to the fact that informal labour and employment remains a new concept to the community and to the advisory bodies as well.

The informal labourers themselves are another important factor in policy ineffectiveness. When they work as informal workers their primary focus is maximizing their income to ensure their livelihood. This leads to a lack of interest and poor understanding of the policies in the community. In addition, informal workers are not represented, even temporarily, by anyone.

7.4. Some provisions of labour law, social insurance and health insurance laws remain impractical due to lack of implementation mechanisms

Facts show that for many years now employers in Vietnam have found ways to reduce the amounts payable to the state - including social insurance and health insurance

premiums. Although decreasing, the insurance debt in the large enterprises and socio-economic institutions has not come to an end. The consequences of employers who avoid to compliance with labour law can badly affect informal labourers even in the official economic sectors.

In recent years, the social insurance law has cohered and has helped many enjoy better living and working conditions. However, there has been no mechanism for the authorities to help informal workers apply for social insurance. In terms of income, the informal workers surveyed said that over 70% of them could afford social insurance, but wondered who would certify them if they did not work at the enterprises that obeyed the accounting regulations.

7.5. Inadequacy in awareness of labour rights

Employees in general and the informal labour in particular were not aware of their rights and obligations when practicing the provisions under labour law. They did not realize that ignoring their rights and obligations made the system of social management less effective in the task of administrating and building policies. Many people claimed that it was normal to ignore social insurance, health insurance and/or voluntary health insurance. However, people did not realize that this ignorance prevented new policies from emerging that could help alleviate poverty, diseases, illiteracy and other social evils.

7.6. Economic sectors/work using informal labour

It is easy to indicate some areas that use informal labour and the prominent characteristics of the workers in these sectors. There was a big difference between distribution of informal workers in urban areas and rural areas. This feature suggests adopting different policies to meet the needs of the workers in both areas.

In rural areas, most of the informal workers worked in food and farm product processing, handicrafts, repairs and small scale grocery retail. A considerable number found work in other areas such as food services or sales of building materials and agricultural supplies. Table 8 provides a list of the main tasks undertaken by informal labour in rural areas.

In urban areas the informal labour worked mostly in food processing and minor repairs. A considerable number found work in other areas such as grocery retail, catering and transportation. Table 7 gives information about the jobs attracting a great number of informal workers in the urban area.

7.7. Some recommendations in favor of informal workers and local governments

As indicated by many studies, the information from discussions with groups of informal workers and local authorities shows that there really need to be community organizations to centralize the people working in the same industry and in the same location. This will make it easy for local governments to support, manage and guide these workers in exercising their labour rights and obligations. The informal workers themselves also wanted to work in small communities to avoid unnecessary collisions and other social evils that might otherwise arise.

Most of the middle-aged and young workers expect to find formal employment. So, in addition to offering an employment advisory service, it is essential to formalize a number of pilot work establishments or professional associations to ensure the rights of workers and downsize the scale of informal labour as planned by the ILO.

We recommend that some measures, forms and policies be adopted to help informal labour reach their legitimate goals. Our recommendations are as follows:

- strengthen management and supervision of the implementation of legal provisions to ensure the rights and obligations of employees;
- develop labour organizations in the areas with a high density of informal labour - offering policy support to both employees and employers;
- strongly promote support programs for professional development associations in the rural areas and set up work establishments for informal labour in the urban and suburban areas;
- design and issue policies that help the informal employees to improve their education and work skills so that they can later have a better chance to find work in the formal sector;
- state management agencies on insurance need to issue more comprehensive and detailed instructions on how to apply for insurance to make it easier for informal workers to access it without help from any official representatives, agency or enterprise.

Professional organizations and support policies should be studied carefully and piloted on a small scale first. Then there should be reviews and assessment on all aspects related to informal employees, such as management, policy implementation and impact on the community, before putting them into practice on a large scale.

APPENDICES

APPENDIX 1

CENTER FOR PROCESSING SOCIO-
ECONOMIC DATA AND FORECAST

OFFICE OF INTERNATIONAL LABOUR
ORGANIZATION
IN VIETNAM (ILO)

Survey
form No:

SURVEY ON INFORMAL LABOUR

The rate of informal employment and non-formal labour is becoming increasingly common and diverse. Its existence and size have been taken into account in all studies of labour market and employment issues.

With the aim of providing policy building advice in Vietnam, we are conducting this survey in order to clarify the status of jobs, incomes, needs of protection, ability to find jobs, access to public services and various forms of insurance of the informal labour group. The survey is also expected to help obtain better findings on informal labourers' expectations of the support policies from governments, social unions and associations.

The information collected from the survey will serve as a scientific basis for policy proposal and policy building. The data will assist the Vietnamese government with measures that give rational and effective support to the industries in which you are working in order to ensure and improve your quality of life.

Please answer the following questions:

Question 1. Name:

Question 2. Age:

Question 3. Gender:

Male

Female

Question 4. Ethnicity:

Business

Other (Please specify :.....)

Question 5. Please tell us your permanent work address:

Commune / Ward :.....

.....
County / District :.....

Question 6. Marital status:

Single

- Married/widow(er)
- Divorced / Separated

Question 7. Please indicate your current status of residence?

- Native Labour (with permanent residence in the locality of work)
- Foreign Labour

Question 8. Your relationship to household head?

- Head
- Spouse
- Child
- Others

Question 9. Please tell us about your educational background?

- Illiterate
- Primary school drop out
- Primary school graduate
- High School Graduate

Question 10. Your highest technical qualifications achieved

- Unskilled
- Skilled but not certificated
- Beginner
- Intermediate
- College and university graduate

Question 11. What sector have you worked in?

.....

Question 12. What is your main job now?

.....

Question 13. How long have you been doing this job?..... (Months)

Question 14. Is the current work consistent with what you are trained for?

- Yes
- No

Question 15. How many days do you work in a week and what is your position at work?

	Number of working day		Number of working day
<input type="radio"/> Business owner day/ week	<input type="radio"/> Wage earner day/ week
<input type="radio"/> Self-employed day/ week	<input type="radio"/> Collective member day/ week
<input type="radio"/> Housewife day/ week	<input type="radio"/> Novice worker day/ week

Question 16. Does your current work establishment have:

	Yes	No
Business permit ?	<input type="radio"/>	<input type="radio"/>
Tax code ?	<input type="radio"/>	<input type="radio"/>
Social insurance ?	<input type="radio"/>	<input type="radio"/>
Bookkeeping system ?	<input type="radio"/>	<input type="radio"/>

Question 17. Your work location is:

- Fixed office
- Your home/Client's home

Question 18. Your current work establishment is:

- Household / Personal
- Individual business household
- Collective
- State-owned
- Foreign invested

Question 19. What are the main activities of the establishment where you work?

.....

Questions 20. How many permanent employees are there at your current work establishment?

- 1-20
- 21 - under 300
- Over 300

Question 21. What is your form of labour contract?

- permanent
- 1 - 3 years
- under 1-year
- oral
- no contract

Question 22. Do you:

	Yes	No
Sign the payroll ?	<input type="radio"/>	<input type="radio"/>
Get paid on vacations and holidays ?	<input type="radio"/>	<input type="radio"/>

Question 23. What is your monthly income? (Thousand VND)

Question 24. How are you paid?

- Fixed Salary
- Commissions

- By day / Hour
- Not paid
- By products

Question 25. Do you get pay raise periodically?

- Yes
- No

Question 26. Does the director offer you bonus and grants?

- Yes
- No

Question 27. How many hours on average do you work a day? (hour)

Question 28. In the first 3 months of 2011, did you have to work overtime? If yes, how many hours a week on average?

- Yes (..... hours)
- No

Question 29. Have you been given any extra training since you started work there?

- Yes
- No

Question 30. If yes, during training session did you get:

- paid
- supported with funding for training

Question 31. To meet the needs of current work, do you need any further training?

- Yes
- No

Question 32. Are you satisfied with the current job?

- Very dissatisfied
- Unsatisfied
- Normal
- Satisfied
- Very satisfied

Question 33. The current job allows you to maintain your living standard at:

- High level
- Normal level
- Low level

Question 34. Do you have any other jobs than this main job? If Yes, what is the name of the job and what is the average pay from that job?

job name:

Average income: (Thousand VND per month)

Question 35. Do you think you have right to :

	Yes	No
--	-----	----

Buy medical insurance ?	<input type="radio"/>	<input type="radio"/>
Buy social insurance ?	<input type="radio"/>	<input type="radio"/>

Question 36. Could you please give some information about medical insurance and social insurance :

	a. Can you buy medical insurance and social insurance at your work place ?	b. If yes, how many years have you had them ?	c. If no, what is the main reason ?	d. If it is because the labourer do not buy, what is the reason ?
SOCIAL INSURANCE	<input type="radio"/> YES <input type="radio"/> NO (year)	<input type="radio"/> The company does not buy <input type="radio"/> The labourer does not buy <input type="radio"/> Other reasons	<input type="radio"/> Do not want it <input type="radio"/> Do not know about it <input type="radio"/> Do not think of it <input type="radio"/> Difficult to apply
MEDICAL INSURANCE	<input type="radio"/> YES <input type="radio"/> NO (year)	<input type="radio"/> The company does not buy <input type="radio"/> The labourer does not buy <input type="radio"/> Other reasons	<input type="radio"/> Do not want it <input type="radio"/> Do not know about it <input type="radio"/> Do not think of it <input type="radio"/> Difficult to apply

Question 37. What is the current situation of buying voluntary medical insurance in your work place ?

- | | |
|--|---|
| <input type="checkbox"/> Some already have | <input type="checkbox"/> Do not know about it |
| <input type="checkbox"/> Hear about it but not yet buy | <input type="checkbox"/> Some used to buy |

Question 38. If the State sold voluntary medical insurance to groups or community, through which of the following groups could you buy the insurance ?

Community groups	Main reason			
	Trust the head	Good organization	Habit	others
<input type="checkbox"/> Village, resident group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Youth union	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Women's union	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Farmers' association	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Veteran's society	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Old-aged people's union	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Family line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Others (<i>Please specify</i>)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 39a. Does your work place have a trade union?

- Yes
- No

Question 39B. If yes, are you a member?

- Yes
- No

Question 39C. If you are not a member, please indicate why?

No need to participate

Question 40a. Does the management board often popularize labour regulations to you?

- Yes
- No

Question 40b. If Yes, in which form are the regulations popularized to you?

- at meeting
- brochure
- notice
- Other (Please specify

Question 41A. Do you find out about labour safety?

- Yes

- No

Question 41B. Does the work place equip you with any forms of labour protection?

- Yes
- No

Question 42a. Do you regularly update yourself with new provisions of the labour law?

- Yes
- No

Question 42.b. If yes, how do you do that?

- through local labour Administration agency
- through the Internet
- through the mass media
- through law consultancy firm
- Other (Please specify)

Question 43. Do you need a trade union to support those working in the area?

- Yes
- No

Question 44. Do you want to become a formal labourer?

- Yes
- No

Question 45. If yes, how will you find the job?

- send an application form directly to the company
- through employment services
- set up own business
- through friends / relatives
- place job ads
- Other (Please specify)

Question 46. Do you have any suggestions or expectations on policies, unions, income, benefits, ... for the informal labour?

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Question 47. If something is not clear, are you able to provide more information when need arises?

- Yes
- No

Sincerely appreciate your cooperation

Questionnaires checked and taken over by

Name and signature of enumerator

APPENDIX 2

List of field survey teams

Thanh hoa

No	Full name	Work place	Duty
1	Phạm Thị Hồng Thắm	ĐHKQTĐ	leader
2	Hoàng Đức Mạnh	ĐHKQTĐ	member
3	Định Hồng Thêu	ĐHKQTĐ	member
4	Lê Đức Hoàng	ĐHKQTĐ	supervisor

Bình Định

No	Full name	Work place	Duty
1	Trần Chung Thủy	ĐHKQTĐ	leader
2	Bùi Dương Hải	ĐHKQTĐ	member
3	Nguyễn Thu Trang	ĐHKQTĐ	member
4	Ngô Văn Thứ	ĐHKQTĐ	supervisor

Đông Tháp

No	Full name	Work place	Duty
1	Phạm Thị Nga	ĐHKQTĐ	leader
2	Lê Thái Sơn	ĐHKQTĐ	member
3	Phạm Thị Loan	ĐHKQTĐ	member
4	Trần Trọng Nguyên	ĐHKQTĐ	supervisor

APPENDIX 3

GUIDELINES FOR SURVEY STAFF

1 Duties

- Survey staff are responsible for conducting in-depth interviews using the questions listed on the questionnaires.
- Survey staff must bring a letter of recommendation issued by a local authority or a consultancy office.
- Survey staff must explain purpose of survey clearly and respect rights of respondents.
- Survey staff must not suggest any answers, just clarify the content of questions and record answers from respondents precisely.

2 People selected for survey

Respondents are informal labourers defined in the cells from 1 to 9 in the conceptual framework.

3 How to fill in the questionnaires

- Answers must be written / marked in ink (black, purple, blue). Any changes must be written / marked in red ink.
- Answers in numbers must use "." for decimal; currency unit must be in thousand VND.
- Multiple choice questions marked "○" allow just one answer; questions marked "☐" allow multiple answers.
- Question with (If yes, please specify...) require extra briefly-given information.

4 - Specific guidance on a number of questions

Question 5: Survey staff should record the current work place of the respondents only, not their permanent address. If their current work place is a commune (rural area), then cross out "ward" before putting down name of commune, and vice versa.

Question 8: This relationship represents the workers' position in their family. If the workers live alone (with no siblings, spouses, children, or parents) they should be regarded as head of household.

Question 11: Record occupations and sectors of workers, say, driver, service provider, seller.

Question 12: Record jobs only.

Question 16: If the employees cannot give the information needed, leave both columns blank.

Question 35: If the employees cannot give the information needed, leave both columns blank.

Question 39a: If the employees cannot give the information needed, leave both columns blank

Question 44: Survey staff must help respondents know that formal labourers are workers in formal economic sectors in which the employers are responsible for paying part of the employees' social insurance fees and paying all medical insurance premiums for the employees.

Question 46: Write, in brief, contents of items specified in questions. In case too many ideas arise, another sheet of paper can be used for recording extra ideas and it should be pinned at reverse side of the questionnaires.

5 - Monitoring

Each team has one supervisor appointed by the chief consultant. Supervisors shall:

- Monitor the survey process.

- Coordinate with chief coordinators in field surveys.

- On behalf of chief consultant, solve problems arising after consulting with chief consultant .

The survey staff must fulfill all requirements made by supervisors assigned to each locality. Supervisors, on behalf of the chief consultant, monitor and timely make correction of defects during interviews conducted by survey staff. Adjustments must be reported to consulting office within the day.

6 Report to consulting office

Survey staff shall make daily report by telephone or email to consulting office at 0436283007 – regular work hours, or 0903201788 - after regular work hours, or thunvkt@neu.edu.vn, on survey progress and problems that need solving.

In case of emergency, consulting office may change plan of survey. This information is valid only when verified by Dr Ngo Van Thu (Chief Consultant). Otherwise, no sources of information are of validity.