People's Satisfaction with Land Acquisition Complaint Settlement in Bac Ninh City, Vietnam

Pham Phuong Nam[1], Dao Thu Ha[2]

[1]*Faculty of Natural Resources and Environment, Vietnam National University of Agriculture*
[2]*Department of Natural Resources and Environment of Bac Ninh province*

Abstract: **The study aims to assess the level of satisfaction and factors affecting the satisfaction of land users with the decision to settle complaints when the State recovers land. Data were collected from agencies, units, and complainants in Bac Ninh city and processed using SPSS20.0 software. During the 2017-2021 period, there were 108 complaints cases of which 91 cases were completed with a rate of 84.26%. Complainants are satisfied with the mean level (level 3, rating index 3.06). The satisfaction index for 4 – factor groups is 2.37, 3.05, 3.30, and 3.51 respectively. The group of factors relating to the preparation and submission of land claim dossiers has the strongest impact on satisfaction (impact rate of 47.24%), followed by groups of factors receiving results, human resources, facilities, and equipment with impact rates of 32.54%, 14.32%, 5.89% respectively. Proposed solutions include completing preparation procedures; diversifying forms of application submission; improving the quality of cadres and the quality of land acquisition complaint settlement. Providing solutions to limiting social instability will help the state recover land and implement investment projects faster for local economic development.**

Keywords: **Affecting factors, Bac Ninh City, Complaint Settlement, Land Acquisition, People's Satisfaction**

I. INTRODUCTION

In Vietnam, the land is owned by the entire people. The State is the representative of the landowner and uniformly manages the land. The State grants land-use rights to individuals and organizations when they need to use it. The State recovers land from land users when implementing investment projects according to land use plans [14]. Land users are compensated, supported, or resettled when the land is recovered by the State. Like many countries in the world, land acquisition changes the lives and jobs of land users and raises complaints about land acquisition [3], [6], [13]. The main reasons leading to complaints are that the land price for compensation calculation is lower than the market land price, the level of support is not adequate, the resettlement arrangement is not suitable, or due to many reasons at the same time [15]], [16]. Resolving land acquisition complaints is a difficult and complicated issue taking place in many localities in Vietnam [4], [12], [16].

Land complaint settlement is the process of considering, verifying, making conclusions, and making decisions according to the order and procedures prescribed by law, administrative decisions, and administrative acts related to the land of administrative agencies. or competent persons in state administrative agencies [15], [16]. Land complaint settlement is one of the difficult and complex issues in land management [17], [19]. Satisfaction of land expropriated people concerning the settlement of land acquisition complaints is at different levels. Some complainants are satisfied with the resolution of the complaint, others are not. Complainants' satisfaction is also influenced by many factors related to the complaint process and settlement of land acquisition complaints. However, to date, there have been no in-depth studies on this issue. Therefore, this study aims to answer the following questions: *How satisfied are the land acquisition claimants with the decision to settle the complaint? What factors affect complainants' satisfaction? How much impact do they have on satisfaction? What solutions should be taken to make the complainant satisfied with the complaint settlement decision?*

The study selected Bac Ninh city as the research site because it is a city in the process of fastest urbanization and industrialization, so the state has acquired a large area of land to implement projects [2]. In the period 2017-2021, settling complaints about land is complicated, many complainants are not satisfied with the decision to settle complaints about land acquisition for national defense, security, and socio-economic development [1].

II. OVERVIEW

According to Kotle (2000) [9], satisfaction is the degree to which a person's feeling state derives from comparing the obtained results with one's expectations. The level of satisfaction depends on the difference level between the received results and the expectations, if the actual results are lower than the expectations, the customer is not satisfied, if the actual results match the expectations, the customer will be satisfied, if the actual results are higher than the expectations, the customer is very satisfied. According to Hansemark & Albinsson (2004) [7], satisfaction is a person's overall attitude towards service or emotional response to the difference between what customers anticipate and what they expect to receive for the fulfillment of some need, or goal, or desire. Thus, customer satisfaction can be construed as the feeling of pleasure or disappointment that arises from the comparison between the actual benefits and their expectations. From the above concept, it can be understood that the satisfaction of land acquisition complainants is their feeling after comparing the expectations and results related to the land complaint settlement process which includes preparing, filing, and

receiving a settlement decision. Complainants' satisfaction is affected by groups of related factors such as complaint administrative procedures, human resources, and facilities for complaint settlement. Each factor group has several specific factors involved (Table 1). The group of factors for preparing and submitting a land recovery complaint has 3 main elements that need to be done, including the number of required documents, requiring content of each document attached to the dossier, and the submission of the dossier. The group of factors that receive the results of settlement of a land recovery complaint has 3 factors including the time limit for returning the results of the complaint settlement, the way to return the results, and the quality of the complaint settlement. These factors all affect the satisfaction of the complainant. The factor group of staff receiving and resolving complaints from complainants also has 3 elements including communication skills, guiding skills, and skills of asking and answering questions. If the staff has good skills, it will satisfy the complainant, and vice versa, it will reduce the level of satisfaction of the complainant. The group of facilities and equipment at the place of receiving the complainant has 4 factors including the area and space of the workplace; hygiene factor; elements of light, ventilation; publicity elements of

complaint procedures, equipment for receiving order numbers, etc (Table 1). The study assumes that the above factors may affect people's satisfaction with land acquisition complaint settlement and the proposed research model has the following form (Fig. 1).

Table 1. Groups of factors affecting people's satisfaction with land acquisition complaint settlement

| Groups of Factors	Groups of Factors
H1. Preparation and Submission of Documents (PS)	7. Communication skills (PE1)
1. Number of documents attached to the application (PS1)	8. Instructional skills (PE2)
2. Requesting text content (PS2)	9. Question-answering skills (PE3)
3. Process of submitting paperwork (PS3)	H4. Facilities and Equipment (FE)
H2. Getting Results (GR)	10. working space (FE1)
4. Deadline to receive results (GR1)	11. Toilet (FE2)
5. How to get results (GR2)	12. Device registers to get a serial number (FE3)
6. Result of settlement (GR3)	13. Interior equipment at the receiving place (FE4)
H3. Personnel (PE)	14. Means of publicizing the procedure (FE5)
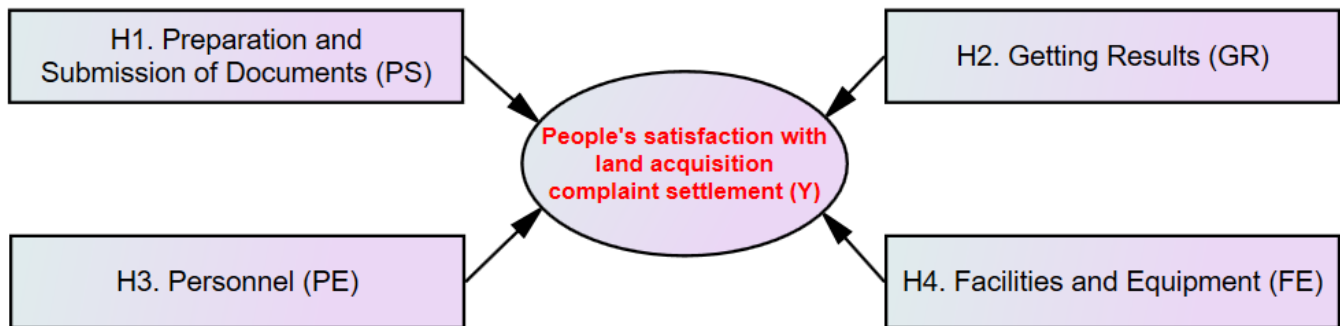
Figure 1. Proposed hypothetical model of factors affecting people's satisfaction with land acquisition complaint settlement

The multivariable regression model showing the impact on the satisfaction of land acquisition claimants has the following form (1):

$$Y = \beta o + \beta_1 * PS + \beta_2 * GR + \beta_3 * PE + \beta_4 * FE + \varepsilon \quad (1)$$

Where: Y is the dependent variable that represents people's satisfaction with land acquisition complaint settlement; βo: constant; β_1; β_2; β_3; β_4: regression coefficients of the corresponding variables are the following factors: Preparation and submission of documents; Getting results; Personnel; Facilities and equipment. PS; GR; PE; FE: independent variables are the following factors: Preparation and submission of documents; Getting results; Personnel; Facilities and equipment. Ɛ: impact value of the factors that have not been determined.

III. METHODOLOGY

Data collection

Data on natural, socio-economic, and land management conditions are collected at the People's Committee of Bac Ninh city. The study investigates directly with pre-printed questionnaires of all people who have had their land acquisition complaints resolved (91 people) during the 2017-2021 period in Bac Ninh city. The main content of the survey form includes basic information about survey respondents' satisfaction levels and the level of impact of each factor on satisfaction when settling complaints about land acquisition. The level of satisfaction is classified into 5 levels according to the Likert scale (*Very satisfied – 5 points; quite satisfied – 4 points; medium satisfied – 3 points; little satisfied – 2 points;*

not satisfied – 1 point). The level of impact of each factor on people's satisfaction is measured according to the Likert scale (*very influential - the value of the impact index ≥ 4,20; quite influential - the value of the impact index 3,40 ÷ 4,19; medium influential - the value of the impact index 2,60 - 3,39; little influential - the value of the impact index 1,80 ÷ 2,59; very little influential - the value of the impact index < 1,80*) [11]. According to the requirements of exploratory factor analysis (EFA) and multivariate regression with at least five observations for each measurement variable [8]. With 14 measurement variables (Table 1), there must be therefore 70 observations (samples). The minimum sample size for multivariate regression analysis is $50 + 8*p$ (p is the number of variables - p = 4 (Table 1)) [18], so 82 is the minimum sample size. To increase the reliability of the results, the study investigated all 91 people who had their land acquisition complaints resolved.

Statistical Analysis

Collected data are processed, synthesized, analyzed, and presented by using SPSS20.0 software. The level of satisfaction with each group of factors is determined according to the value of the impact index according to 5 levels (Very satisfied - *the impact index ≥ 4,20*; quite satisfied - *the impact index 3,40 ÷ 4,19*; medium satisfied - *the impact index 2,60 - 3,39*; little satisfied - *the impact index 1,80 ÷ 2,59*; not satisfied - *the impact index < 1,80*) [11]. The impact index of each factor is determined according to formula 2.

$$G_i = \frac{1}{n} * \sum_{i=1}^{q} \sum_{j=1}^{n} x_{ij} \quad (2)$$

Where G_i is impact index of the i factor; n: number of respondents; q: number of impact factors; x_{ij}: the jth respondent's score for factor i. The impact index of kth factor group is determined according to formula 3.

$$Gav_k = \frac{1}{p} * \sum_{k=1}^{m} \sum_{z=1}^{p} G_{kz} \quad (3)$$

Where Gav_k is average impact index of kth factor group; m: number of factor groups; p: number of factors of group k; G_{kz}: the impact index of the zth factor in the kth group. The general satisfaction level of the land claimant is determined by formula 4.

$$Gav = \frac{1}{m} * \sum_{k}^{m} Gav_k \quad (4)$$

Where Gav is the average impact index of all the factor groups (*general satisfaction level of the claimant*); m: number of factor groups; Gav_k: average impact index of the kth factor group.

The multi-variable regression model has been tested through Cronbach Alpha coefficients; KMO coefficient, Bartlett test, eigenvalues coefficients, etc. The reliability of the scale is tested through Cronbach Alpha coefficients. The data ensure reliability when the Cronbach Alpha coefficient is in the range from 0.60 to 0.95 [5], and the total variable correlation coefficient is bigger than 0.3 [5]. The exploratory factor analysis is used to reduce many metrological variables into a set of variables (factors) so that they are more meaningful but still contain most of the information of the original set of variables [5]. The exploratory factor analysis is assessed through the appropriate coefficient KMO, Bartlett test, Eigenvalues coefficients, total explanatory variance, and load coefficients. Variables are only accepted when KMO is in the range from 0.5 to 1.0, and its load weights are less than 0.35 [10] or the distance between two loads (factor loading). The same variable in 2 different factors is greater than 0.3. According to Hair et al. (1998) [5], with a sample size of about 100, it was recommended to choose a load weight greater than 0.55, so for the sample size of 91, in this study, the load weight chosen is greater than 0.55. Besides, the scale is only accepted when the total variance explained is more than 50%; Barlett's coefficients with Sig.'s significance level less than 0.05 to ensure that the factors are correlated; Eigenvalue coefficients are valid from 1 to ensure the differences between the groups of factors.

IV. RESULTS AND DISCUSSIONS

Settlement of land acquisition complaints

According to Table 2, from 2017 to 2021, the settlement of land recovery complaints is mainly related to compensation, support, and resettlement when the land is recovered by the House. State agencies have successfully settled 91 complaints, accounting for 84.26% of the total number of cases, of which complaints about compensation are 53 cases, accounting for 49.07%; complaints about compensation for properties attached to land 17 cases, accounting for 15.74%; complaints about support 12 cases, accounting for 11.11%; complaints about resettlement 9 cases, accounting for 8.33%. The rate of correct complaints is 9.26%; the rate of partially correct complaints is 7.41%; the false complaint rate is 67.59%. Thus, it can be seen that false complaints account for the highest percentage and are mainly related to land compensation because the land price according to the complainant is lower than the market land price. Complaints about assets attached to land are often caused by the complainants disagreeing with the area and quantity of properties to be compensated.

Satisfaction level of land acquisition claimants

The level of satisfaction is assessed according to each factor, group of factors, and the overall satisfaction level for all factors. According to Table 3, complainants are less satisfied with the regulations on making and submitting complaint dossiers (evaluated only 2.37) due to the complex dossiers on the content required. Complainants are on average satisfied with the regulations on receiving results of complaint settlement and the staff involved in complaint settlement rating index of 3.05 and 3.30 respectively). Complainants are quite satisfied with the facilities and facilities to serve

complaints (rating index of 3.51). The overall satisfaction level of complainants is average (level 3 with a rating index of 3.06).

Table 2 Settlement of complaints about land acquisition [1]

Complaint content	Total Cases	Settled		Not Settled Yet		Right Complaints		Partially Correct Complaints		Wrong Complaints	
		Cases	Rate (%)	Cases	Rate (%)	Cases	Rate (%)	Cases	Rate (%)	Cases	Rate (%)
Complaints about compensation for land	59	53	49.07	6	5.56	6	5.56	3	2.78	44	40.74
Complaints about compensation for properties attached to land	22	17	15.74	5	4.63	2	1.85	0	0.00	15	13.89
Complaints about support	16	12	11.11	4	3.70	1	0.93	1	0.93	10	9.26
Complaints about resettlement	11	9	8.33	2	1.85	1	0.93	4	3.70	4	3.70
Total/average	108	91	84.26	17	15.74	10	9.26	8	7.41	73	67.59

Table 3. The satisfaction level of claimants to return the land

Criterion	Rating Index	Level of Impact	Criterion	Rating Index	Level of Impact
I. Preparation and submission of documents			8. Instructional skills	3.43	QS
1. Number of documents attached to the application	2.31	LS	9. Question-answering skills	3.00	MS
2. Requesting text content	2.65	MS	Mean rating index	3.30	MS
3. Process of submitting paperwork	2.16	LS	IV. Facilities and equipment	3.30	MS
Mean rating index	2.37	LS	10. working space	3.84	KHL
II. Getting results			11. Toilet	3.38	MS
4. Deadline to receive results	3.10	QS	12. Device for getting a serial number	3.24	MS
5. How to get results	3.35	MS	13. Interior equipment at the receiving place	3.62	QS
6. Result of settlement	2.69	MS	14. Means of publicizing the procedure	3.48	QS
Mean rating index	3.05	MS	Mean rating index	3.51	QS
III. Personnel			Common mean rating index	3.06	MS
7. Communication skills	3.48	QS			

QS – Quite satisfied; MS – Medium satisfied; LS – Little satisfied.

The results of evaluating the reliability of the scale through the Cronbach Alpha coefficient for 4-factor groups showed that the Cronbach Alpha coefficient ranged from 0.714 to 0.867, and the total correlation coefficients are greater than 0.3 (Table 4). Thus, the scale used for assessing the factors affecting people's satisfaction with land acquisition complaint settlement is reliable and suitable for the next analysis. The results of multivariate regression analysis in Table 5 also show that the coefficient Sig. 0.000 is smaller than the significance level ($\alpha = 0.01$), so the regression model is significant, the independent variables have an impact on the dependent variable Y.

Table 4. Results of Analyzing the Reliability of the Scale

Element and Measurement Variables	Correlated Total Variable	Element and Measurement Variables	Correlated Total Variable
H1. Preparation and submission of documents (PS)	0.714	7. Communication skills (PE1)	0.867
1. Number of documents attached to the application (PS1)	0.684	8. Instructional skills (PE2)	0.775
2. Requesting text content (PS2)	0.772	9. Question-answering skills (PE3)	0.749
3. Process of submitting paperwork (PS3)	0.803	H4. Facilities and equipment (FE)	0.783
H2. Getting results (GR)	0.849	10. working space (FE1)	0.781
4. Deadline to receive results (GR1)	0.758	11. Toilet (FE2)	0.844
5. How to get results (GR2)	0.763	12. Device registers to get a serial number (FE3)	0.801
6. Result of settlement (GR3)	0.851	13. Interior equipment at the receiving place (FE4)	0.784
H3. Personnel (PE)	0.834	14. Means of publicizing the procedure (FE5)	0.846

The suitability test is performed through the KMO relevance coefficient. The research results have determined that KMO = 0.802 and satisfying the condition 0.5 <KMO <1.0, so the exploratory factor analysis is appropriate for actual data. Besides, Barlett test results give a Sig value equal to 0.000 and less than 0.050 (Table 5). This proves that the measurement variables are linearly correlated with the representative factors.

Table 5. Test results of KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy		0.802
Bartlett's Test of Sphericity	approx. chi-square	3,156.320
	df	174
	Sig.	0.000

The load factor of the components is greater than 0.6 (Table 5), so the EFA analysis had practical significance, the independent variables ensure accuracy in the regression analysis model to determine the impact level of the factors affecting people's satisfaction on land acquisition complaint settlement.

Table 6. Weights of the Rotation Matrix

Observed Variables	Independent Variables (Groups of Influencing Factors)			
	1	2	3	4
PS1	0.884			
PS2	0.745			
PS3	0.817			
GR1		0.783		
GR2		0.841		
GR3		0.764		
PE1			0.873	
PE2			0.782	
PE3			0.806	
FE1				0.778
FE2				0.713
FE3				0.889
FE4				0.837
FE5				0.768

The adjusted R^2 value equal to 0.816 (Table 7) shows that the independent variables put into the regression have an impact on people's satisfaction with land acquisition complaint settlement with 81.60%. The remaining 18.40% are due to the non-model variables' random error. Besides, the Durbin Watson coefficient is 1.842 and in the range from 1.0 to 2.0, so there is no autocorrelation detected in the sample (Table 7). The variance magnification (variance inflating factor - VIF) of all variables included in the model is less than 2, so the research model does not have a multicollinearity phenomenon. In addition, the variables included in the study are statistically significant (Sig. is equal to 0.000 and less than 0.050). From the standardized regression coefficient, the study has determined the regression equation that has the following form (5):

$$Y = 0.874*PS + 0.602*GR + 0.265*PE + 0.109*FE + 5.731 \quad (5)$$

Table 7. Results of linear regression analysis

Factor Groups	Standardized Regression Coefficient	t	Multi-Collinear Statistics		Order of Influential Levels	Impact Rates (%)
			Error (Sig.)	VIF		
Constant	5.731					
PS	0.874	4.543	0.000	1.873	1	47.24
GR	0.602	5.559	0.000	1.652	2	32.54
PE	0.265	6.451	0.000	1.905	3	14.32
FE	0.109	4.907	0.000	1.670	4	5.89
$R^2 = 0.895$		Sig. F = 0.000; Coefficient R^2 adjust = 0.816			Durbin-Watson = 1.842	

From Table 7 it can be seen that the factor of preparing and filing a complaint has the strongest impact (impact rate of 47.24%) on the complainant's satisfaction and is about 8 times higher than that of facilities and equipment (impact rate of 5.89%). Claimants for land acquisition are also satisfied with this factor at least (Table 3). The factor receiving the results of complaint settlement has the second strongest impact (impact rate of 32.54%) after the preparation and filing of complaints. The group of human resource factors occupies the third position of impact (impact rate of 14.31%) and is smaller than the impact level of the preparation and submission factors. Thus, it can be seen that preparation and submission of documents is the most influential factor for complainants, they are least satisfied with this factor. The reason is that they have to prepare a variety of documents to prove that the complaint content is correct, which must be submitted directly to the state agency. Therefore, it is necessary to increase the satisfaction level of land acquisition claimants by simplifying the complaint file and allowing filing in different ways to make it more convenient for the complainant. Next, it is also

necessary to pay attention to improving the receipt of complaint settlement results by reducing the time to resolve complaints, diversifying methods of returning results as well as improving the quality of settlement. The reason is that complainants are less satisfied with the result of the complaint settlement. In addition, it is also necessary to raise the qualifications of the staff receiving the records to explain to the complainants more clearly to further improve their satisfaction. Existing facilities and equipment have met the complainant's requirements, so it is not necessary to upgrade.

V. CONCLUSIONS

From 2017 to 2021 in Bac Ninh city, there are 108 cases of complaints about land acquisition for national defense, security, and socio-economic development of which 91 cases have been completed with a rate of 84.26% of total cases. The level of satisfaction of complainants is medium (level 3 with a rating index of 3.06). Complainants are most satisfied with facilities and equipment (level 3 with a rating index of 3.30). Human resources and settlement results meet the third level of satisfaction (medium satisfied - level 2 with a rating index of 3.51). Complainants are less satisfied with the preparation and filing of land complaints (level 4 with a rating index of 2.37). To improve the satisfaction of land recovery claimants, it is first necessary to simplify the complaint file and diversify forms of submission. Next, it is necessary to improve the qualifications of the staff receiving the records and improve the quality of complaint handling to make the complainants more satisfied. The study has not assessed the satisfaction of the complainants with other issues related to land, so this issue needs to be further studied. The research results would be used to assess the satisfaction of the complainants about land acquisition in other areas in Vietnam.

REFERENCES

[1] Bac Ninh City People's Committee (2022a). Report on land management in Bac Ninh city for the period 2017-2021.
[2] Bac Ninh City People's Committee (2022b). Report on socio-economic development in Bac Ninh city in 2021 and plan for 2022.
[3] Cai, M., Murtazashivili, J.B., Murtazashvili, I. & Wang, H., 2020. Sugarcoating the bitter pill: compensation, land governance, and opposition to land expropriation in China. J. Peasant Stud. 47, 1371–1392. https://doi.org/10.1080/03066150.2020.1824180.
[4] Cao V. M. (2017). Complete legal provisions on the jurisdiction of complaints in the field of land. Vietnam Journal of Agricultural Science 2020, 18 (9): 678-686. Scientific Research and Economic Development Journal of Tay Do University (02): 42-54.
[5] Hair, Jr., F., Anderson, R., E., Tatham, R., L., & Black, W., C., 1998. Multivariate Data Analysis (5th ed.). New York: Macmillan Publishing Company.
[6] Hanh N.T.H., Tra N.T., Tra H.T.L., 2013. Impact of agricultural land acquisition on the life and employment of farmers in Van Lam district, Hung Yen province. J. Sci. & Devel., Vol. 11, No. 1: 59-67.
[7] Hansemark, O., Albinsson, M., 2004. Customer satisfaction and retention: The experiences of individual employees. Manag. Serv. Qual. 14, 40–57. https://doi.org/10.1108/09604520410513668.
[8] Hoang, T., C., &Nguyen, M., N., 2008. Analyze research data with SPSS. Hong Duc Publishing House. Ho Chi Minh City.
[9] Kotler, P., 2000. Marketing Management: The Millennium Edition.
[10] Igbaria, M.., Livari, J. & Maragahh, H.,1995. Why do individuals use computer technology? A finished case study. Information and Management. 29: 227-238.
[11] Likert, R., A., 1932. A technique for measurement of attitudes, Archives of Psychology, Vol. 140, No 55.
[12] Ministry of Natural Resources & Environment (2017). Report on summarizing 3 years (2015 - 2017) of the implementation of the Land Law 2013.
[13] Le D., H., (2017). Implementation of the law on administrative complaints in the field of land in the Central Highlands provinces. Doctoral Thesis, Ho Chi Minh National Academy of Politics.
[14] National Assembly of Vietnam, 2013. Land Law.
[15] Nguyen D., T., (2013). Settlement of administrative complaints in terms of building a rule of law in Vietnam. Ph.D. thesis. Vietnam Academy of Social Sciences.
[16] Nguyen T., S., Tran D., V., Le V., D., Nguyen V., Luc, D., T., Dao, Ha V., T., & Dinh V., A., (2018). Actual situation and solutions to improve the efficiency of settlement of long-standing and backlogged complaints, denunciations, and land disputes. Science and technology project at the Ministry of Natural Resources and Environment level. Code: TNMT: 2015.08.09.
[17] Pham T., Q., Pham P., N., Hoang T., H., & Nguyen T., T., D., (2019). Evaluation of the settlement of land complaints in Dan Phuong district, Hanoi city. Journal of Forestry Science and Technology. 1: 122-129.
[18] Tabachnick, B. G., & Fidell, L. S., 1996. Using Multivariate Statistics (3rd ed.). New York: Harper Collins.
[19] Tran T., D., Tran M., H., & Truong T., D., H., (2018). Assessment of the current situation of complaints, denunciations, and land disputes in Lien Chieu District, Da Nang city. Journal of Agricultural Science & Technology. 2(3): 867-872.