

SOCIALIST REPUBLIC OF VIETNAM

Independence – Freedom – Happiness

Full name: Nguyen Thi Thanh

Course: 12

Đề tài: **“Quality of public service provision for agricultural production in the Red River Delta”**

Majour: Economic Management

Code: 9.31.01.10

Supervisor: Prof.Dr. Le Quoc Hoi

Name of Institution: Central Institute for Economic Management

SUMMARY OF NEW CONTRIBUTIONS OF THE THESIS

1. Develop quality assessment criteria and scales suitable to the characteristics of public services in the agricultural sector, creating a basis for the development of research and evaluation of the quality of public service provision for agricultural production in the future.
2. Build a model to evaluate the quality of public service provision for agricultural production, including 6 components: tangibles, reliability, responsiveness, assurance, empathy and service outcomes.
3. Clarify the current situation of service delivery and quality of public service provision for agricultural production in the River Delta from the perspective of service users and service providers, thereby detecting limitations and causes, forecasting context and social demand for agricultural public services in the Red River Delta.
4. Determine the influence of the quality components of public service provision for agricultural production on the satisfaction of farmers in the Red River Delta, including assurance, reliability, service outcomes and tangibles.
5. Provide scientific grounds for the formulation of guidelines and policies to improve the quality of service provision, meet the needs of farmers and develop agriculture locally, inter-regionally and nationally.

Hanoi,

2022

Supervisor

PhD Candidate