

Research Article

# Awareness of Officials and People About the Content of the People's Mobilization Work of the Government in Dong Nai Province

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## Abstract

This article aims to provide a comprehensive and systematic understanding of the awareness of both officials and the public regarding the government's people's mobilization work (PMW) in Dong Nai province today. People's mobilization efforts have garnered significant attention from multiple sectors, yet it is crucial to examine the perspectives of both government officials and ordinary citizens. The research focuses on identifying the levels of awareness, understanding, and engagement of these groups in relation to the government's PMW policies and strategies. By doing so, the study will delve into how effectively these efforts have been communicated, understood, and applied by both officials who implement policies and the public who are the target of these efforts. In addition, the article explores the challenges and successes of PMW in the province, aiming to pinpoint areas where improvements are needed to enhance collaboration between the government and the people. By offering a multidimensional perspective, the study contributes to the academic discourse on PMW while addressing practical issues surrounding the implementation of these strategies. The findings are expected to not only shed light on the current state of public awareness but also to provide policymakers with insights to refine their approach, thereby strengthening the relationship between government efforts and public participation in Dong Nai province.

## Keywords

Awareness, Cadres, People, Civil Affairs, Government, Dong Nai Province

## 1. Introduction

Looking back on 35 years of implementing renovation efforts and 30 years of applying the Platform for national construction during the transition to socialism, the theory of the line of renewal, socialism, and the path to socialism in our country has been increasingly refined and gradually realized. Research on PMW shows that it is a task of strategic significance for the revolutionary cause of our country and an important condition for ensuring the leadership role of the Party,

as well as consolidating and strengthening the vital relationship between the Party, the State, and the People. Throughout all revolutionary periods, especially during the Party's rule, PMW in general—and the government's PMW in particular—has been “promoted and implemented quite synchronously across all branches and levels,” playing a particularly crucial role in the success of the Vietnamese revolution. During the ruling period, the Party was always prioritized. It

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aroused the aspiration to develop the country, promoted the will and strength of national unity combined with the strength of the times, and continued to comprehensively and synchronously advance the renovation, construction, and solid defense of the Fatherland while maintaining a peaceful and stable environment. The goal is to strive to become a developed country with a socialist orientation by the middle of the 21st century [1].

Dong Nai is a province in the Southeast with an area of 5,897.8 km<sup>2</sup>, accounting for 1.9% of the country's area; the population is over 3.2 million people, more than 1.2 million workers, more than 1 million parishioners, nearly 200 thousand ethnic minority people. Dong Nai province has 11 district-level administrative units and 170 commune-level units. The report of the Dong Nai Provincial Party Committee shows that currently, the socio-economic situation of Dong Nai province is quite stable, maintaining a high economic growth rate, shifting the economic structure in the right direction and gradually improving the socio-economic infrastructure, promoting the process of industrialization, modernization. The work of taking care of people's health, creating jobs, vocational training, and poverty reduction has achieved important results, especially in rural areas, 100% of communes and 100% of district-level units in the province have completed the new rural construction targets, and 40 communes have reached the advanced new rural standards. ethnic and religious people are interested in creating a close, consensus and positive relationship in the community (Dong Nai Provincial Party Committee, 2018, *Preliminary report on 05 years of implementation of Resolution No. 25-NQ/TW, dated 03/6/2013 of the 11th Party Central Committee on "Strengthening and renewing the Party's leadership over the PMW in the new situation", No. 345-BC/TU*). [2]

However, during the process of integration, the downsides of the market economy—especially in the context of the COVID-19 pandemic—have had a significant impact, giving rise to various political, economic, cultural, and social challenges at all levels of the political system in Dong Nai province. For instance, the mobilization of the masses, particularly among certain age groups, into mass organizations has not met the targets set by the resolution. As of June 30, 2020, the rate of mass mobilization into organizations was 69.57%, falling short of the resolution's target of 85% or more. Issues such as the public's trust in the Party, employment and unemployment benefits, corruption, waste, and negativity persist in some areas. Additionally, a portion of cadres and civil servants are not fully aware of the importance of people's mobilization work within the political system, often neglecting or failing to genuinely prioritize it. Furthermore, there are still limitations in knowledge, capacity, and experience related to people's mobilization work, with bureaucratic and administrative working styles that impose and harass people, causing frustration and leading to complaints, especially in the context of promoting

digital transformation and implementing major projects like Long Thanh International Airport and Ring Roads 3 and 4. As a result, the need for effective provincial people's mobilization work has become even more critical (Dong Nai Provincial Party Committee, 2020, Report on the Summary of the People's Mobilization Work to Implement the Resolution of the X Congress of the Provincial Party Committee for the 2015-2020 Term and Directions and Tasks for the 2020-2025 Term). [3]

In light of this situation, the author has chosen to explore the topic of the awareness of officials and the public regarding the government's people's mobilization work in Dong Nai province, addressing both theoretical and practical aspects of this essential issue.

## 2. Literature Review

### 2.1. Looking Back at the Views of Previous Authors

Questions and Answers on the people's mobilization work of the government in our country today by Nguyen Ba Quang, Do Van Quan, Duong Van An, Phuc Minh [10, 11, 7, 8] shows the position role and essential contents of the current government at all levels in the process of implementing state management in the fields of social life. focus on the specific content of mobilization work that the government needs to do (what to do? how to do it? for whom?... ) in the process of contacting the people and implementing the tasks of ensuring social security on the basis of policies and guidelines of the Party and the State. From there, the author mentions the regular inspection of the implementation of the Party's resolutions and directives on the PMW. Coordinating with the people's mobilization committee of the government, the Party Committee directs and inspects the implementation of the provisions of the law on democracy at the grassroots level and the PMW of the government.

Problems posed to the government's people's mobilization work, Do van Quan [9], Tran Dinh Huynh [18], Hoang Chi Bao [6] and Le Mau Lam, these authors affirmed that the Party's people's mobilization work has been pervasive, reaching depth, height and new effects. Ministries, branches and localities have created positive changes in the awareness of Party members, both the political system and the people about the position and role of the people's mobilization work in general, the people's mobilization work of state agencies and local authorities in particular. However, Le Mau Lam's article on government mobilization, practice and issues raised [12] emphasizes promoting administrative reform, improving public service ethics, increasing the satisfaction index of people and units on the service of state agencies and civil servants, public employees. Party committees and authorities need to organize the reception of people well. Localities and functional agencies focus on effectively and de-

cisively settling letters, complaints and denunciations, especially complicated and protracted cases, not to create “hot spots” - the success of the government's people's mobilization work and regularly inspecting the implementation of resolutions. Sharing the same opinion as Bui Tuan Quang, Nguyen Van Khanh [4, 5], Nguyen The Tu, Dang Dinh Phu [16, 17], Minh Vu's article “The Prime Minister instructs to strengthen and renew people's mobilization work in the new situation [13], the author also introduced two important tasks in the Prime Minister's Directive No. 33/CT-TTg on the content of people's mobilization work, which is the emulation movement of “people's skill” and the problem of solving the people's frustrations and aspirations in a timely manner.

## 2.2. Conceptual Manipulation

In this topic, there are several concepts that need to be clarified, namely: 1) Government; 2) Officials; 3) People; 4) People's mobilization and 5) Awareness of officials and people about the Government's PMW in Dong Nai province.

Regarding the Government: The Government is a particularly important factor in ensuring the successful implementation of all state management activities in terms of economy, culture, society, national defense, security and order in the area, contributing to keeping the area stable and developing in all aspects. The government is a very important factor for the quality and effective operation of the commune government and superior authorities.

Regarding cadres: From the point of view of the research author, cadres are people who work in the political system, have sufficient capacity and moral qualities with certain responsibilities, duties and powers, and are people who work to serve the interests of the people and the whole society [14]

Regarding people: People are individuals or collectives living in a specific community or society, with rights and obligations as prescribed by law. They participate in economic, political, social and cultural activities, contributing to the development of the country.

Regarding the people's mobilization work: The object of PMW is the people, and the goal of the PMW is the common goal of the revolution. The basic problem of all revolutions is the issue of solidarity and gathering a large number of people. No matter how great the Party is, it is only a part of the people. Ho Chi Minh raised a thesis as a truth: “The people's forces are very large. The people's mobilization is very important. If the people's mobilization is poor, everything is bad. If the people mobilize skillfully, everything will be successful” [15] Accompanying the history of the national revolution, the PMW has always been an important and strategically significant part of the Party's revolutionary cause. In each period, the people's mobilization work has different contents and methods, but all aim to mobilize all strata of people to actively participate in revolutionary movements and patriotic emulation; strengthening the great unity of the whole nation; consolidate and strengthen the close relation-

ship between the Party and the people, successfully implement the common goals of the Party, the country and the nation.

From the above concepts, the central concept has been formed, which is “*Awareness of officials and people about the PMW in the Dong Nai provincial government*”. It can be seen that the people's mobilization and the people's mobilization work are tasks of strategic significance for the entire revolutionary cause of our country, an important condition for ensuring the leadership of the Party and consolidating and strengthening the flesh-and-blood relationship between the Party, the State and the PMW is the responsibility of all organizations in the political system, including the Government.

Based on the concept of “*Awareness of cadres and people about the people's mobilization work in the government of Dong Nai province*”, the author generalizes it into 2 basic elements as follows: 1/ Governments at all levels in Dong Nai province develop specific programs and plans to implement the policy, resolutions and directives of the Party, policies and laws of the State on MW at all levels; 2/ Governments at all levels in Dong Nai province implement the PMW through improving the ethics of public duties, the sense of responsibility and the sense of serving the people of the contingent of cadres, civil servants and public employees; 3. To reform administrative procedures; publicity and transparency; 4. The government implements the MW through the implementation of the regime of direct contact and dialogue with the people; 5. Governments at all levels shall coordinate with the people's mobilization committees at the same level in directing and inspecting the implementation of democracy at the grassroots, regularly listening to and promptly settling the opinions of the Vietnam Fatherland Front and socio-cultural organizations in reflecting and proposing to the authorities issues of concern to the people; 6. To assign the Chairman of the People's Committee to be in charge of the Volunteer Service and direct the implementation of the Regulation at the grassroots; direct affiliated agencies and units to assign a leader in charge of PMW.

## 3. Research Methods

The author used quantitative methods combined with qualitative methods and through conducting interviews and questionnaire surveys. The research on the implementation of the questionnaire survey method is described as follows:

- (1) Regarding the sample selection process: In order to conduct surveys and field investigations, the topic develops a questionnaire form, the content of the questionnaire closely follows the purpose and requirements of the topic. The research team selected 1,230 officials working at 3 levels (provincial level; district level; commune level) and people. In which: 750 people from wards/communes and 480 officials at all levels in

Dong Nai province.

- (2) Regarding the design, there will be 2 questionnaires: (1) questionnaires for ministries at all levels: including 2 parts, part one: Respondent characteristic information; part two: Awareness of cadres about people's mobilization activities in the political system in Dong Nai province and the issue of people's mobilization in the political system; (2) The questionnaire for people from the perspective of people in Dong Nai province consists of 2 parts; Part 1: Information on the characteristics of the respondent; part two: people's awareness of people's mobilization activities in the political system in Dong Nai province and the issue of people's mobilization in the political system.
- (3) Regarding the respondents to the questionnaire: In order to ensure the accuracy of the information, this number of respondents is the subjects of cadres working in the grassroots political system in Dong Nai province today and people living in Dong Nai.

- (4) Regarding the processing of survey results: After the investigation, the questionnaires are checked, encrypted, cleaned and entered, processed according to the requirements of the topic on SPSS software version 20.0.

## 4. Discussion Results

### 4.1. The Awareness of Officials and People About the Contents of the Government's People's Mobilization Work

Clearly aware of the important position and role of the people's MW, currently, the people's mobilization work in Dong Nai Province has implemented many synchronous contents to improve the efficiency of the people's mobilization work in localities; making an important contribution to consolidating and uniting the People, successfully completing all assigned tasks.

**Table 1.** Awareness of officials and people about the content of the people's mobilization work of the Dong Nai Provincial Government.

Contents of the Government's CTDV	Officials and people					
	Officers		People		Sum	
	N	%	N	%	N	%
Authorities at all levels in Dong Nai province shall formulate specific programs and plans to implement the Party's guidelines, resolutions and directives, the State's policies and laws on CT and service providers at all levels	436	90,6%	584	77,9%	1020	82,9%
Authorities at all levels in Dong Nai province have promoted the implementation of administrative procedure reform; publicize and transparently guidelines, policies, socio-economic development programs and projects in each locality in accordance with law	446	92,7%	580	77,3%	1026	83,3%
The government implements PMW through the implementation of the regime of direct contact and dialogue with the people.	430	89,4%	543	72,4%	973	79,0%
Governments at all levels in Dong Nai province implement PMW through improving public service ethics, sense of responsibility, and sense of service to the people of cadres, civil servants and public employees	417	86,7%	445	59,3%	862	70,0%
Governments at all levels shall coordinate with the people's mobilization committees at the same level in directing and inspecting the implementation of democracy at the grassroots, regularly listening to and promptly settling the opinions of the Vietnam Fatherland Front and socio-political organizations to reflect and propose to the authorities issues of concern to the people	415	86,3%	465	62,0%	880	71,5%
Assign the Chairman of the People's Committee to be in charge of the Volunteer Service and direct the implementation of the Regulation at the grassroots; direct the affiliated agencies and units to assign a leader in charge of the service	385	80,0%	479	63,9%	864	70,2%
Sum	481	100,0%	750	100,0%	1231	100,0%
P = 0,000   df = 6						

(Source: Author's survey)

When considering the evaluation between the group of people and officials on the content of the Government's people's mobilization work in Dong Nai province, [table 1](#) shows that  $P = 0.000 < 0.05$  and  $df = 6$  show that there is no consensus between the group of officials and people in their perception of the content of the Government's people's mobilization work in Dong Nai province today. Specifically, in indicator 2/ Governments at all levels in Dong Nai province shall promote the implementation of administrative procedure reform; publicity and transparency of guidelines, policies, socio-economic development programs and projects in each locality in accordance with the law, the group of cadres accounted for 92.7%, higher than the population of 77.3%. This disparity can be explained as follows: Officials are those who are directly involved in the implementation and management of administrative procedures, so they have a clearer view of the processes and changes applied. They are able to evaluate in detail the effectiveness and problems that arise during the reform process. In contrast, people are often only exposed to administrative procedures from the user's perspective, they may not notice the entire process or do not have enough information to evaluate comprehensively.

Through the results, it can be seen that the awareness of officials and people is very good. However, there are still certain limitations such as: the people's mobilization work of

the government in Dong Nai province over the past time has always determined that it must be public and transparent of guidelines and policies; local socio-economic development programs and projects; the implementation of revenues and expenditures from the budget and other sources still has many inadequacies; the work of administrative procedures and the process of settling administrative procedures, the publicity in some localities is not good, it is still formal.

#### 4.2. Discuss the Difficulties in Implementing the People's Mobilization Work of the Government

Although the people's mobilization work of the Dong Nai provincial government has achieved many positive results, there are still a number of limited reasons that need attention. These limitations may stem from factors such as inconsistency in the implementation of policies, inadequacies in coordination between agencies, and some issues of awareness and responsibility of stakeholders. Clearly identifying and analyzing the causes of these limitations is very important to come up with solutions, thereby improving the efficiency of people's mobilization and better meeting the needs of people in the province.

**Table 2.** Difficulties in implementing the Government's people's mobilization work in Dong Nai province by group of officials and people.

Difficulties		Officials and people					
		Officers		People		Sum	
		N		N		N	
Personal income	Very difficult	0	0,0	150	20,0	150	12,2
	Difficult	0	0,0	199	26,5	199	16,2
	Normal	0	0,0	257	34,3	257	20,9
	No difficulty	0	0,0	100	13,3	100	8,1
	Absolutely not difficult	481	100,0	44	5,9	525	42,6
	P= 0,000   df = 4						
Limited public trust, participation and cooperation	Very difficult	0	0,0	134	17,9	134	10,9
	Difficult	0	0,0	91	12,1	91	7,4
	Normal	0	0,0	136	18,1	136	11,0
	No difficulty	111	23,1	105	14,0	216	17,5
	Absolutely not difficult	370	76,9	284	37,9	654	53,1
	P= 0,000   df = 4						
The professional qualifications of cadres, civil servants and public employees are	Very difficult	0	0,0	89	11,9	89	7,2
	Difficult	0	0,0	84	11,2	84	6,8



Difficulties		Officials and people					
		Officers		People		Sum	
		N		N		N	
still limited	Normal	0	0,0	137	18,3	137	11,1
	No difficulty	49	10,2	144	19,2	193	15,7
	Absolutely not difficult	432	89,8	296	39,5	728	59,1
	P= 0,000   df = 4						
	Very difficult	0	0,0	88	11,7	88	7,1
	Difficult	0	0,0	95	12,7	95	7,7
Programs and plans have not been implemented in accordance with the locality	Normal	26	5,4	114	15,2	140	11,4
	No difficulty	3	0,6	150	20,0	153	12,4
	Absolutely not difficult	452	94,0	303	40,4	755	61,3
	P= 0,000   df = 4						
	Very difficult	0	0,0	90	12,0	90	7,3
	Difficult	0	0,0	88	11,7	88	7,1
The content and methods of mobilization of people from all walks of life have not been innovated	Normal	0	0,0	128	17,1	128	10,4
	No difficulty	116	24,1	140	18,7	256	20,8
	Absolutely not difficult	365	75,9	304	40,5	669	54,3
	P= 0,000   df = 4						
	Very difficult	0	0,0	90	12,0	90	7,3
	Difficult	0	0,0	85	11,3	85	6,9
Mechanisms and working conditions at working agencies	Normal	0	0,0	131	17,5	131	10,6
	No difficulty	74	15,4	134	17,9	208	16,9
	Absolutely not difficult	407	84,6	310	41,3	717	58,2
	P= 0,000   df = 4						
	Very difficult	0	0,0	102	13,6	102	8,3
	Difficult	0	0,0	90	12,0	90	7,3
Limited financial resources in operation	Normal	0	0,0	115	15,3	115	9,3
	No difficulty	141	29,3	146	19,5	287	23,3
	Absolutely not difficult	340	70,7	297	39,6	637	51,7
	P= 0,000   df = 4						
	Very difficult	0	0,0	104	13,9	104	8,4
	Difficult	0	0,0	97	12,9	97	7,9
People are not aware of their rights and obligations	Normal	78	16,2	125	16,7	203	16,5
	No difficulty	112	23,3	133	17,7	245	19,9
	Absolutely not difficult	291	60,5	291	38,8	582	47,3
	P= 0,000   df = 4						
Due to unfavorable economic, cultural and social conditions of the locality	Very difficult	0	0,0	103	13,7	103	8,4
	Difficult	0	0,0	107	14,3	107	8,7

Difficulties		Officials and people					
		Officers		People		Sum	
		N		N		N	
Due to hostile forces fighting and sabotaging in order to divide the great national unity bloc in the area	Normal	0	0,0	125	16,7	125	10,2
	No difficulty	65	13,5	112	14,9	177	14,4
	Absolutely not difficult	416	86,5	303	40,4	719	58,4
	P= 0,000   df = 4						
	Very difficult	0	0,0	93	12,4	93	7,6
	Difficult	0	0,0	103	13,7	103	8,4
	Normal	0	0,0	116	15,5	116	9,4
	No difficulty	98	20,4	142	18,9	240	19,5
	Absolutely not difficult	383	79,6	296	39,5	679	55,2
	P= 0,000   df = 4						
	Sum	481	100,0	750	100,0	1231	100,0

(Source: Author's survey)

When considering the assessment between the group of people and officials about the difficulties in implementing the people's mobilization work of the government in Dong Nai province, Table 2 shows that the majority of indicators have  $P = 0.000 < 0.05$  and  $df = 4$ , indicating that there is no consensus among the group of officials and people in their perception of the difficulties in implementing the people's mobilization work of the Government in Dong Nai province today. The author has studied the causes of the limitations of the people's mobilization work and it takes place as follows: the qualifications, capacity and experience of some officials and civil servants at all levels are still limited. The qualifications and capacity of some young cadres and civil servants are still limited, inexperienced in handling situations, lack of flexibility, quick improvisation when there are cases and affairs, rigid application of regulations, causing frustration to the people. The situation of some leaders and managers in charge of the government's PMW has limited capacity, has not met the work requirements, and is indecisive in solving work problems, leading to negative reactions of the people. For a long time, this work has not been paid enough attention, so when practicing the PMW of the government, many cadres and civil servants are still confused and surprised, unable to solve the work by themselves. This is reflected in indicator 3 / the professional qualifications of cadres and civil servants are still limited, with the group of cadres accounting for 0% while the group of people reached 23.1%, showing a clear difference. Moreover, the trust, participation and cooperation of the people are also affected, with the group of cadres accounting for 0% compared to the

group of people at 30.1%. This situation may be due to some leaders and managers of the PMW not meeting the work requirements, indecisive in solving problems, leading to negative reactions from the people. In addition, the fact that the PMW has not been paid enough attention for a long time also contributes to the confusion and surprise of many cadres and civil servants when performing this task.

## 5. Conclusion

The results of the study on the awareness of officials and people about the people's mobilization work in the Government in Dong Nai province show that there have been positive changes in recent years. Cadres at all levels are more deeply aware of the key role of the PMW in carrying out political tasks, especially in building the great unity of the whole people, creating a high consensus in society. This change is reflected in the fact that officials not only listen but also proactively address the recommendations and reflections of the people in a timely and effective manner. People in Dong Nai, thanks to extensive propaganda, have a better understanding of their rights and responsibilities in participating in social activities, contributing to the overall development of the locality. However, there are still challenges that require continuous efforts from both sides. The promotion of training and capacity building for cadres, along with strengthening information channels and contact with the people, are necessary solutions to strengthen trust and enhance the effectiveness of the people's mobilization work. Correct and profound awareness will be the basis for Dong

Nai to continue to promote the strength of the great unity of the whole people, towards the goal of sustainable development, building a harmonious and civilized society.

## Abbreviations

PMW People's Mobilization Work  
VFF Vietnam Fatherland Front

## Author Contributions

Pham Ngoc Loi is the sole author. The author read and approved the final manuscript.

## Conflicts of Interest

The author declares no conflicts of interest.

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