

## Baseline Survey was done! – the Brief Report –

### The Purpose of Baseline Survey

The Project implemented the Baseline Survey from 18 April to 10 May 2019. The main survey topics are as follows:

[1] At present, how many percentages of general public know trafficking-in-person (TIP)?

[2] How many percentage of general public know Anti-TIP Hotline (111)?

[3] How persons in charge of TIP issues in relevant institutions (Ministry of Public Security: MPS, Border Guard Command: BGC, and Vietnam Women's Union: VWU) recognize the relationship with Call Centers which in charge of Hotline? (It is necessary to know the current recognition since Call Centers refer to those relevant institutions in case of rescuing the victims)

[4] In daily lives, how general public get information?

The Baseline Survey was implemented to get baseline indicators through knowing the current situation of the items [1]-[3] above to set the target indicators of the Project and to know the effective communication methods through the item [4].

### Methodology of the Baseline Survey

#### Areas to be surveyed:

North	Hanoi City and Cao Bang Province
Central	Da Nang City and Ha Tinh Province
South	An Giang and Tay Ninh Province

#### Survey target:

- General public (100 general public by positive sampling in North, Central and South respectively. Totally 300 people.)
- Hotline Counselors in each Regional Call Center (Hanoi, An Giang and Da Nang)
- Officials in relevant institutions (MPS, BGC, VWU in Hanoi, An Giang and Da Nang)

#### Research Methods:

Interviews based on questionnaires

#### Interviewers:

Research Centre for Female Labour and

Gender, Institute of Labour Science and Social Affairs (ILSSA)

The Baseline Survey was implemented under the contract with the Research Center mentioned above. However, the Project members participated in designing and implementing

Based on the results of the survey described in the next page, target values of the project indicators were decided described right side.



Map of Survey Site

### Plan of Coming Activities (July – August)

- Expansion and update of E-directory
- Revision of Operational Guidelines for Hotline counselors
- Procurement of Hotline equipment
- Organizing training for Hotline counselors
- Communication activities for World/National Anti-TIP Day on 30 July

### Topics

- Baseline Survey was done! – the Brief Report–
- DOLISA Focal Point Seminar was held in An Giang Province.

### Project Narrative Summary

#### Overall Goal

Appropriate referral of TIP survivors and risk individuals is promoted at the regional level

[Indicator 1] The number of TIP survivors and risk individuals referred to relevant agencies reach 100 in 2024.

[Indicator 2] 80% of reviewers rate “Good” in satisfaction level of relevant agencies which receive referrals from regional call center.

#### Project Purpose

Anti-TIP Hotline operation is strengthened at the regional level

Indicator [1] The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively.

Indicator [2] The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.

#### Outputs

1. Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels.

[Indicators] The referral agencies of all 63 provinces is registered in the expanded E-directory. Etc.

2. Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized

[Indicators] Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized. Etc.

3. Public awareness of Anti-TIP Hotline is raised nationwide

[Indicators] 50% people know as average of three research-sample regions. etc.

## The summary of results:

- Anti-TIP: 68.7% of general public have heard about Anti-TIP.
- Hotline: 12.3% of general public have heard about the Hotline.

The results show that human trafficking has been recognized among many people. On the other hands, many people have not heard about the Hotline.

- How persons in charge of TIP issues in relevant institutions recognize the relationship with Call Centers in charge of Hotline? 40% of the reviewer rated "Good.". Rest of 60% reviewers answered that "there was not information".

Through the result, we recognized the necessity to improve the effectiveness of Regional Call Center.

- How those who know the hotline knew the Hotline? : 86.5%: Mass media (radio, television, newspaper), 46.0%: SNS. Others: hamlet meetings, friends, etc...

The survey was conducted in idyllic rural areas, but television, SNS give big influence on people, especially, younger generation. And the result shows that it is effective for the improvement of the hotline's awareness to conduct PR activities through television and SNS. The awareness degree of the Hotline is still low, therefore we should tackle the PR activities more effectively.

Based on the results, the Project set the target value of the verifiable indicators mentioned in PDM of the Project, through the Joint Coordination Committee (JCC) meeting on 4<sup>th</sup> July.



Survey site (Cao Bang Province)



Interview survey (Cao Bang Province)

## DOLISA Focal Point seminar was held in An Giang province

The Project held DOLISA (Department of Labour, Invalids and Social Affairs) Focal Point seminar on 27 – 28th June in An Giang (at Hoa Binh Hotel) with 65 participants from relevant organizations which work on the human trafficking. In the seminar, the participants discussed the role of the DOLISA focal points, issues on Anti-TIP which they have hold, and the plans for the future. The main topics in the seminar were as follows.

- Recently, number of cases has been increasing that female victims forced to marry Chinese. However, most of such cases are difficult to prove as human trafficking cases. In addition, there are some cases that ladies bore babies in foreign countries and returned to Viet Nam with their child.

But in such cases, the babies do not have birth certificate, and they can not receive any official supports.

- Private information on the victims are sometime broadcasted on the news. In such cases, even if the victims returned to their society, she/he might be insulted by the socially. The participants commented that we need to take necessary measure, in order to prevent such cases.
- In addition, the participants commented that it is necessary to strengthen the inter agency's collaboration, and trainings are essential to improve the capacity of the staff of the Social Work Centers, although human resources and budget are not enough.

The state of the seminar was broadcasted in a news on An Giang TV.



Presentation by Mr. Nam, Director General of DCA



Situation of the seminar

## Other episodes of the survey

### Episode 1. Heartfelt welcome in the interview

I joined surveys in rural community areas of Cao Bang Province. When we visited a house for interview, any houses welcomed us with local cone wine. Over glasses of the wine, we had interviews. It is first time to taste the corn wine in my life. The taste was very mild and kind such as the community people. Due to effect of the wine, we could have the interviews very successfully, and it was very precious opportunity to know the people's life and culture in the rural areas.

### Episode2. Meet a cooperator of the Anti-TIP

In the survey of Cao Bang Province, I saw one lady. She is having tourism business there. I asked a question, "Have you ever heard about Human-Trafficking?", And her answer was "Yes, I rescued survivors many times". That area was bordered to Chinese border across a river. And she sometimes encounters the survivors at a riverside. Whenever she encounters the survivors, she gives support so that they can go back their homes. Listening to her story, I realised that many people are tackling and supporting Anti-TIP.

This newsletter lists the progress of the project, the surrounding information, and the views of JICA experts. It is not an official view of JICA and counterparts.

### Japanese members

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[Key word]

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We would appreciate if you give it a thumbs up! Your kindness and cooperation will expand the circle of support for Anti-TIP.