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SOCIAL SECURITY POLICY IN VIETNAM

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ABSTRACT

The social security system is used by the state as an effective policy tool to mobilize the participation of the entire society towards the goals of ensuring safety, mitigating risks, and overcoming risks for the state and communities. Therefore, the social security system needs to be clearly institutionalized to create a legal basis for state agencies and citizens to implement it strictly and uniformly. At the same time, the social security system needs to be adjusted appropriately to adapt to social changes and meet the practical requirements of society in specific contexts. Therefore, research on social security policies and related issues (social security institutions, social changes) is essential because these are factors that directly affect the implementation process and results of social security policies. This study constructs a theoretical framework for social security policy and designs a theoretical model comprising two independent variables, "Social security institutions" (SSI) and "Social changes" (SOC), and one dependent variable, "Social security policies" (SSP). The author surveyed 270 local government leaders to gather information and conduct empirical analysis on the practical implementation of social security policies and the impact of institutional and social change factors on the implementation and outcomes of social security policies in Vietnam. Based on this empirical data, the author draws conclusions and discusses solutions to enhance the effectiveness of social security policies as a crucial component in building a welfare state, aiming for sustainable development in Vietnam.

KEYWORDS: Social security policies; Social security institutions; Social changes; Vietnam.

1. INTRODUCTION

Vietnam is a developing Southeast Asian country that has achieved many successes in the last two decades. The country's political stability has been maintained, creating momentum for economic and social development and improving the living standards of its people. Practical experience in managing the economy and society shows that the government and local authorities have effectively operated the social security system, minimizing losses for both the state and communities; contributing to social justice and sustainable socio-economic development.

Vietnam's social security system comprises five main pillars: social insurance; health insurance; unemployment insurance; social relief; and social assistance and benefits. These five pillars operate to fulfill three strategic functions of the social security system: risk prevention, risk mitigation, and risk remediation. A unique characteristic of Vietnam's social security system, compared to the common model worldwide, is its policy of social benefits, implemented to show gratitude and appreciation for the sacrifices, special contributions, and immense dedication of those who have rendered meritorious service to the revolution and the country; fulfilling the responsibility of the state and society to care for and ensure that those who have rendered meritorious service have a stable and increasingly improved life.

The institutionalization of the social security system in Vietnam has been carried out in detail through the process of developing and promulgating state policies, creating a legal basis for agencies and localities to uniformly and effectively implement social security goals. However, social realities are experiencing new trends such as population aging and the widening gap between rich and poor, posing new challenges to the social security system. This is an issue that has attracted the attention of many experts, researchers, and managers, and is also the reason for the author's interest in this study

2. LITERATURE REVIEW

The current prevailing view of social security is that it is a system of government policies and measures aimed at protecting and ensuring basic living conditions, income security, health, and education for all citizens, especially vulnerable groups and those facing risks (illness, unemployment, old age, etc.), through insurance funds (health, social) and subsidies, promoting social justice and helping people to improve themselves, contributing to sustainable socio-economic

development.

Phuc, V.V. (2013) provides a multifaceted explanation of social security, stating that in a broad sense, social security is the guarantee of the realization of rights so that people can be peaceful, secure, and safe in society; in a narrow sense, social security is the guarantee of income and some other essential conditions for individuals, families, and communities in cases of reduced or lost income due to reduced or lost ability to work or unemployment; ensuring income for lonely elderly people, orphaned children, disabled people, vulnerable people, people affected by natural disasters and calamities... Therefore, the essence of social security is to create a multi-layered safety net for all members of society in case of reduced or lost income or encountering other risks.

Related studies all emphasize the role of social security; social security policy is an important part of building a welfare state, aiming for sustainable and equitable development. The essence of social security policy is explained as a fundamental social policy of the state aimed at performing the function of preventing, limiting, and mitigating risks, ensuring income and life security for members of society. According to Ha, N.N. (2025), social security is an important factor in ensuring human life, reducing inequality, and promoting sustainable socio-economic development. Or, as Think, H.B. (2024) affirms, effectively implementing social policies to ensure social security and welfare, and human security, is to ensure and promote human rights.

Studies by Phuc, V.V. (2013), Think, H.B. (2024), Ha, N.N. (2025) have also explained the structure of the social security system, consisting of at least 3 basic components corresponding to the 3 main functions of social security, namely risk prevention, risk mitigation, and risk remediation.

- Firstly, there are risk prevention policies and programs. This is the top layer of the social security system. The function of these policies is to intervene and cover the entire population; helping all segments of the population to obtain employment, income, and the necessary material capacity to best cope with risks. The basic pillar of this layer is proactive labor market policies and programs such as vocational training; support for job seekers, self-employed individuals, or skills enhancement training for workers.

- Secondly, risk mitigation policies and programs. This is the second layer, comprising strategies to mitigate damage from risks within the social security system, and plays a particularly important role. The most important content in this layer is insurance

schemes based on the principle of contribution and benefit, such as social insurance, health insurance, and unemployment insurance. This group of policies is very sensitive; if appropriate, they will encourage active participation from the public, save resources for the state, and increase system coverage. Conversely, if the policies are inappropriate, people will not participate, or the policies will be abused.

- Thirdly, risk mitigation policies and programs, including social relief and assistance policies and programs. This is the final layer of the social security system, functioning to ensure the safety of members of society when they face risks they cannot overcome on their own, such as unemployment, underemployment, low income, the elderly, the disabled, orphans, and the poor...

In Vietnam, the structure of the social security system consists of 5 pillars: (1) Social insurance; (2) Health insurance; (3) Unemployment insurance; (4) Social relief; (5) Social assistance and benefits. In essence, these five pillars aim to implement the 3 strategic functions of the social security system, which are risk prevention, risk mitigation, and risk remediation. Compared to the common model in the world, the social security system in Vietnam has a unique component, which is the social benefit policy. This policy aims to achieve the noble goal of showing gratitude for the sacrifices, special contributions, and great dedication of those who have contributed to the revolution and the country; fulfilling the responsibility of the state and society to care for and ensure that those who have contributed have a stable and increasingly improved life.

Overall, these studies interpret the content of social security policies according to the main aspects that reflect the objectives of risk prevention, risk mitigation, and risk remediation of the social security policy system: Effective implementation of social security policies (social insurance, health insurance, unemployment insurance, social relief, social assistance and benefits) helps all segments of the population obtain employment, income, and the necessary material capacity to best cope with risks; Effective implementation of social security policies promotes active participation of citizens, saves resources for the state, increases the coverage of the social security system, and minimizes risks for the state and the people; Effective implementation of social security policies helps ensure the safety of various segments of the population when they face risks they cannot overcome on their own, such as unemployment and underemployment; and helps ensure the safety of vulnerable groups, such as low-income earners, the elderly, the disabled, orphans,

and the poor.

Essentially, the social security system is used by the state as an effective policy tool to mobilize the participation of the entire society for the goals of ensuring safety, mitigating risks, and overcoming risks for the state and communities. Therefore, the social security system needs to be clearly institutionalized to create a legal basis for state agencies and citizens to implement it strictly and consistently. At the same time, the social security system needs to be adjusted appropriately to adapt to social changes and meet the practical requirements of society in specific contexts. Many recent studies have confirmed and deeply analyzed the institutional factor and the social change factor, recognizing them as both the foundation for implementing social security policies and having a direct influence on the implementation process and results of social security policies.

Social security institutions

Institutionalizing the social security system is the process of legalizing/building a comprehensive legal framework, mechanisms, policies, and a modern information system to ensure that all citizens are protected and supported in terms of healthcare, employment, income, and basic living conditions. This is achieved through improving legislation, reforming governance, building a national database, strengthening public awareness campaigns, and promoting the role of the community to create a sustainable and equitable social safety net.

Institutionalizing social security issues is crucial, providing a legal basis for mobilizing resources from the entire society to support vulnerable groups in improving their lives (ethnic minorities, the poor, lonely elderly, children, and other vulnerable groups). According to Phuc, V.V. (2013), the institutionalized social security system becomes a policy solution to ensure social security, implemented synchronously across three aspects: helping beneficiaries increase their access to public services, especially in healthcare, education, vocational training, legal aid, housing, etc.; supporting production development through policies on market security, credit, and employment; and developing essential infrastructure for localities to better serve the people.

From a similar perspective, Hung, L.N. et al. (2017) and Dung, L.T. (2021) emphasize that an institutionalized social security system will enhance the role of citizens and communities: encouraging citizens to actively participate, register for benefits, and monitor policy implementation; replicating self-governing models, clubs, mutual aid groups, and

community funds to create a local social safety net. This aims to build a comprehensive, multi-layered, multi-sectoral social safety net; ensuring fairness, efficiency, sustainability, and promoting a spirit of cooperation between the state and the people.

In general terms, the studies by Phuc, V.V. (2013), Hung, L.N. et al. (2017) and Dung, L.T. (2021) have interpreted the content of social security institutions according to the following main points: Social security institutions are synchronized through clear mechanisms and policies, mobilizing various resources – the participation of citizens and social organizations – for the goal of social welfare and community protection; Social security institutions are synchronized through clear mechanisms and policies, creating a legal basis to protect and support citizens and communities in accessing/stabilizing employment, income, healthcare, and ensuring basic living conditions; Social security institutions are synchronized through clear mechanisms and policies, creating a legal basis to protect and support vulnerable groups in terms of employment opportunities and income, ensuring social justice.

Social changes

Social changes are the continuous transformations in social structure, institutions, culture, and behavior over time. The main factors driving these changes include technology, economics, the physical environment, population, and cultural exchange. These factors interact in a complex way, creating transformations from the micro to the macro level. Hung, L.N. (2010) and Khieu, N.L. (2017) assert that changes in the political, economic, demographic, and environmental aspects directly affect the entire social system, necessitating appropriate policy adjustments to ensure effective state governance processes.

Social changes are profoundly impacting social security, creating new risks such as unemployment, income inequality, and pressure on pension/healthcare systems, but also driving policy improvements, increased support levels, and a shift towards more modern and sustainable models. For example, climate change, epidemics, and industrialization increase risks for the population,

especially informal workers; the rapid aging of the population poses challenges to pensions and healthcare; digital transformation requires updating insurance and social security policies to suit new types of labor... all these factors directly affect the implementation of social security policies. In a specific aspect, Huyen, B.V. (2025) noted that fluctuations in political, economic, and environmental situations negatively impact the economic growth of many countries, thereby causing risks to employment, workers' income, as well as resources allocated to ensuring social security and addressing social issues. Or, as Ha, V.V. (2023) argued, changes in social structure such as the increase in the middle class and population aging raise social security issues, especially policies for the elderly, pension insurance, healthcare, and social assistance.

Studies by Hung, L.N. (2010), Khieu, N.L. (2017), Ha, V.V. (2023) and Huyen, B.V. (2025) have interpreted the meaning of social changes according to the main contents: Social changes (primarily political, economic, demographic, and environmental changes) directly affect the entire social system – posing risks to employment, workers' income, and resources for ensuring social security; Social changes profoundly impact social welfare – putting pressure on the healthcare and social assistance systems; Social changes directly affect economic development, creating pressure to address unemployment, income inequality, and people's livelihoods.

Thus, many studies have analyzed and clearly explained the content of social security policies; and institutional factors and social change factors directly influence social security policies. The author selectively inherits the above content to build and develop a theoretical framework for research on social security policy, including a scale and 9 observed variables. These observed variables are designed as a survey questionnaire with 9 corresponding questions and measured using a 5-point Likert scale: 1 - Strongly disagree; 2 - Disagree; 3 - Neutral; 4 - Agree; 5 - Strongly agree (Table 1).

Table 1: Theoretical Framework.

Research content	Related research	Developing research scales
1. Social security institutions (SSI)		
<ul style="list-style-type: none"> - An institutionalized social security system ensures that all citizens are protected and supported in terms of healthcare, employment, income, and basic living conditions. - An institutionalized social security system will empower citizens and communities. 	Phuc, V.V. (2013); Hung, L.N. et al. (2017); Dung, L.T. (2021).	1. SSI1. Social security institutions are synchronized through clear mechanisms and policies, mobilizing various resources – the participation of citizens and social organizations – for the goal of social welfare and community protection.

		<p>2. SSI2. Social security institutions are synchronized through clear mechanisms and policies, creating a legal basis to protect and support citizens and communities in accessing/stabilizing employment, income, healthcare, and ensuring basic living conditions.</p> <p>3. SSI3. Social security institutions are synchronized through clear mechanisms and policies, creating a legal basis to protect and support vulnerable groups in terms of employment opportunities and income, ensuring social justice.</p>
2. Social changes (SOC)		
<p>- Changes in politics, economics, demographics, and the environment directly affect the entire social system, necessitating appropriate policy adjustments.</p> <p>- Social change impacts social security, creating new risks such as unemployment, income inequality, and pressure on pension/healthcare systems.</p>	<p>Hung, L.N. (2010); Khieu, N.L. (2017); Ha, V.V. (2023); Huyen, B.V. (2025).</p>	<p>4. SOC1. Social changes (primarily political, economic, demographic, and environmental changes) directly affect the entire social system – posing risks to employment, workers' income, and resources for ensuring social security.</p> <p>5. SOC2. Social changes profoundly impact social welfare – putting pressure on the healthcare and social assistance systems.</p> <p>6. SOC3. Social changes directly affect economic development, creating pressure to address unemployment, income inequality, and people's livelihoods.</p>
3. Social security policies (SSP)		
<p>- The basic social policy of the state aims to fulfill the function of preventing, mitigating, and overcoming risks, ensuring income security and livelihoods for members of society.</p> <p>- The guarantee of the realization of human rights ensures peace, security, and safety in society.</p> <p>- Creating a multi-layered safety net for all members of society in case of reduced or lost income or other risks.</p>	<p>Phuc, V.V. (2013); Thin, H.B. (2024); Ha, N.N. (2025).</p>	<p>7. SSP1. Effective implementation of social security policies (social insurance, health insurance, unemployment insurance, social relief, social assistance and benefits) helps all segments of the population obtain employment, income, and the necessary material capacity to best cope with risks.</p> <p>8. SSP2. Effective implementation of social security policies promotes active participation of citizens, saves resources for the state, increases the coverage of the social security system, and minimizes risks for the state and the people.</p> <p>9. SSP3. Effective implementation of social security policies helps ensure the safety of various segments of the population when they face risks they cannot overcome on their own, such as unemployment and underemployment; and helps ensure the safety of vulnerable groups, such as low-income earners, the elderly, the disabled, orphans, and the poor.</p>

Source: Compiled by the author through the review

Based on the research overview, the theoretical framework of this study is designed to analyze the influence of two independent scales/variables, "Social security institutions" (SSI) and "Social changes" (SOC), on the dependent scale/variable,

"Social security policies" (SSP). Simultaneously, the author establishes the research viewpoint and hypothesis that: Social security institutions (H1) and Social changes (H2) directly influence the implementation of Social security policies [Figure 1].

2.3. Research Model

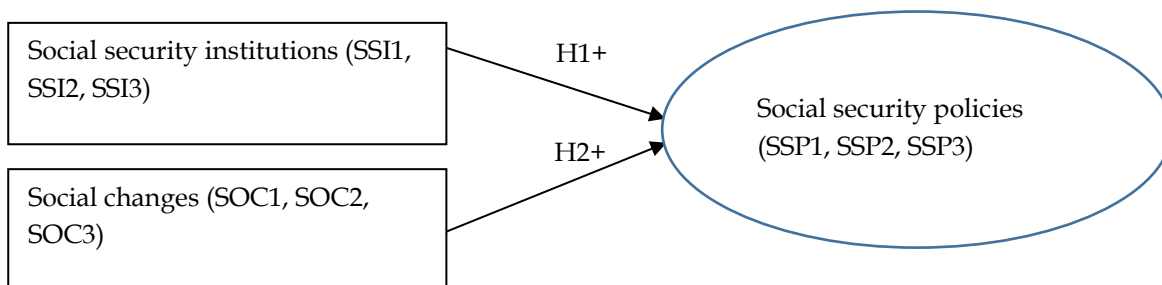


Figure 1: Research Model.

3. RESEARCH METHODS

- Qualitative research: Conducted through the synthesis and analysis of secondary data to build a theoretical framework and model with three scales: “Social security institutions” (SSI), “Social changes” (SOC), and “Social security policies” (SSP).
- Quantitative research: This was conducted through surveys to collect and analyze primary data. The author surveyed the opinions of 270 local government leaders at the commune level in 3 provinces, including Lang Son province (Northern), Khanh Hoa province (Central), and An Giang province (Southern).

The author conducted exploratory factor analysis and correlation analysis to test the model and hypotheses in order to draw conclusions about social security policies and the impact of institutional factors and social changes on the implementation of social security policies in Vietnam. According to Hair, J.F. et al. (2009), the minimum sample size required for exploratory factor analysis and correlation analysis for the 3-scale model and 9 observed variables of this study is $N = 9 \times 5 = 45$.

In fact, the author conducted a formal survey with a sample size of $N = 270$ local government leaders at the commune level, ensuring reliability in conducting empirical research. The survey was conducted with the consent of the respondents after preliminary interviews; the survey results yielded 270/270 valid responses, achieving a 100% valid response rate.

4. RESEARCH RESULTS AND DISCUSSION

Based on survey data collected from 270 local government leaders at the commune level, the author conducted reliability testing of the scales and observed variables in the theoretical model. According to Hair, J.F. et al. (2009), the scales have reliability when meeting the Cronbach's alpha criterion > 0.6 ; the observed variables have reliability

when meeting the Corrected Item-Total Correlation criterion > 0.3 . The test results show that all 3 scales and 9 observed variables in the theoretical model have reliability, which is the basis for conducting further analyses (Table 2).

Table 2: Statistical Results and Testing Results of the Scale.

Scales	Observed variables	N	Min	Max	Mean	Std. Deviation	Cronbach's Alpha	Corrected Item-Total Correlation
1. Social security institutions (SSI)	SSI1	270	1	5	4.13	.712	.734	SSI1 = .614
	SSI2	270	1	5	4.12	.688		SSI2 = .569
	SSI3	270	1	5	4.15	.701		SSI3 = .602
		270						
2. Social changes (SOC)	SOC1	270	1	5	4.18	.704	.752	SOC1 = .518
	SOC2	270	1	5	4.22	.693		SOC2 = .563
	SOC3	270	1	5	4.17	.687		SOC3 = .611
		270						
3. Social security policies (SSP)	SSP1	270	1	5	4.15	.695	.767	SSP1 = .567
	SSP2	270	1	5	4.16	.709		SSP2 = .591
	SSP3	270	1	5	4.13	.689		SSP3 = .601
		270						
Valid N (listwise)		270						

Table 2 data shows that observations of the scales “Social security institutions” (SSI), “Social changes” (SOC), and “Social security policies” (SSP) were rated at mean ≥ 4.12 and mean ≤ 4.22 , all statistically significant according to Likert (1-5) measures. This indicates that the general assessment of local leaders confirms:

- Firstly, well-implemented social security policies (social insurance, health insurance, unemployment insurance, social relief, social assistance and benefits) provide people with the necessary job opportunities, income, and material resources to cope with risks; promote active citizen participation, helping to ensure

the safety of residents when they face risks they cannot overcome on their own; save resources for the state, increase the coverage of the social security system, and minimize risks for the state and the people.

- Secondly, social security institutions are synchronized through clear mechanisms and policies, mobilizing various resources – the participation of citizens and social organizations – for the goal of social welfare and community protection; creating a legal basis to protect and support people in accessing/stabilizing employment, income, healthcare, ensuring basic living conditions, and guaranteeing social justice.
- Thirdly, social changes significantly impact the implementation of social security policies in Vietnam. The observed variables of the "Social Changes" (SOC) scale are rated higher: Mean (SOC1) = 4.18, Mean (SOC2) = 4.22, Mean (SOC3) = 4.17, indicating that changes in politics, economics, demographics, and the

environment pose risks to employment, workers' income, and resources for ensuring social security; creating pressure on the healthcare and social assistance systems, and pressure to address unemployment, income inequality, and people's livelihoods.

The aforementioned social changes directly affect the entire social system, putting pressure on the implementation of social security policies in Vietnam. Therefore, localities need appropriate solutions to proactively prevent, mitigate, and overcome risks for both the state and the people.

The scales and observed variables have reliability test values that meet the standards, serving as the basis for conducting further analyses. The author performed exploratory factor analysis with Varimax rotation to preliminarily assess the unidimensionality, convergent validity, and discriminant validity of the scales, providing further basis for drawing research conclusions about the suitability of the proposed theoretical research model (Table 3 and Table 4).

Table 3: Total Variance Explained.

KMO and Bartlett's Test	
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	
	.741
Bartlett's Test of Sphericity	Approx. Chi-Square
	df
	Sig.
	4310.761
	36
	.000

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.540	39.338	39.338	3.540	39.338	39.338	3.149	34.992	34.992
2	2.988	33.202	72.540	2.988	33.202	72.540	2.924	32.494	67.486
3	1.071	11.900	84.440	1.071	11.900	84.440	1.526	16.954	84.440
4	.488	5.418	89.857						
5	.438	4.871	94.728						
6	.154	1.714	96.443						
7	.137	1.523	97.965						
8	.101	1.127	99.092						
9	.082	.908	100.000						

Extraction Method: Principal Component Analysis.

Source: Author's Survey Results

Table 4: Rotated Component Matrix.

Rotated Component Matrix ^a				
Scales	Observed variables	Component		
		1	2	3
1. Social security institutions (SSI)	SSI1	.783		
	SSI2	.852		
	SSI3	.838		
2. Social changes (SOC)	SOC1		.814	
	SOC2		.822	
	SOC3		.788	
3. Social security policies (SSP)	SSP1			.855
	SSP2			.869
	SSP3			.861

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.
a. Rotation converged in 6 iterations.

Source: Author's Survey Results.

Theoretically, exploratory factor analysis is performed appropriately with the dataset as shown by the values: $0.5 \leq KMO \leq 1$; Bartlett's test has an observed significance level Sig. < 0.05 ; Eigenvalue ≥ 1 ; Total Variance Explained $\geq 50\%$; Factor Loading ≥ 0.5 (Hair, J.F. et al., 2009). Data from Tables 3 and 4 show that:

- The $KMO = 0.741 > 0.5$, confirming that exploratory factor analysis is appropriate for the dataset; the Bartlett test has an observed significance level Sig. = $0.000 < 0.05$, indicating that the observed variables are linearly correlated with the representative factor. The total variance extracted with Cumulative % = $84.44\% > 50\%$ (Table 3) shows that 84.44% of the variation in the representative factors is explained by the observed variables; all observed variables have Factor Loading > 0.5 (Table 4), indicating that the

observed variables are statistically significant. The initial theoretical research model is consistent with the survey research.

- The observed variables were extracted into 3 factors corresponding to the 3 original factors with Eigenvalues > 1 (Table 3), further confirming the suitability of the theoretical model. The original theoretical model was retained, consisting of: 2 independent variables "Social security institutions" (SSI), "Social changes" (SOC) and 1 dependent variable "Social security policies" (SSP), with a total of 9 observed variables of good statistical significance. Correlation analysis can be performed to examine the relationship between the scales in the model. The results of the correlation analysis are shown in Table 5, which forms the basis for the author's research conclusions.

Table 5: Correlation analysis results of the scales.

Correlations				
		SSI	SOC	SSP
Social security institutions (SSI)	Pearson Correlation	1	.388**	.432**
	Sig. (2-tailed)		.000	.000
	N	270	270	270
Social changes (SOC)	Pearson Correlation	.388**	1	.511**
	Sig. (2-tailed)	.000		.000
	N	270	270	270
Social security policies (SSP)	Pearson Correlation	.432**	.511**	1
	Sig. (2-tailed)	.000	.000	
	N	270	270	270

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

Source: Author's Survey Results.

Table 5 data shows that the correlation coefficients of the scales are $0 < r < 1$, indicating a positive correlation between the two independent scales/variables "Social security institutions" (SSI), "Social changes" (SOC) and the one dependent scale/variable "Social security policies" (SSP); hypotheses H1 and H2 are accepted; the theoretical framework and the initial theoretical model are confirmed to be suitable for the survey dataset.

Based on the r values [r (SSI) = .432 and r (SOC) = .511], it can be confirmed that the correlation between the independent and dependent variables, in increasing order, is: "Social security institutions"

(SSI), "Social changes" (SOC). The empirical research conclusion on social security policies in Vietnam is confirmed in this study, which is:

5. CONCLUSION

- Effective social security policies are implemented; social security institutions are synchronized through clear mechanisms and policies, providing people with the necessary job opportunities, income, and material capacity to cope with risks; promoting active citizen participation helps ensure the safety of residents when they face risks they cannot

overcome on their own; saving resources for the state, increasing the coverage of the social security system, and minimizing risks for the state and the people.

- Social changes (political, economic, demographic, and environmental) significantly impact the implementation of social security policies in Vietnam, posing risks to employment, workers' income, and resources for ensuring social security; creating pressure on the healthcare and social assistance systems; and creating pressure to address unemployment, income inequality, and people's livelihoods. Therefore, localities need appropriate solutions to proactively

prevent, mitigate, and overcome risks for both the state and the people. This study recommends solutions, including:

Solution 1: The State expands the socialization of the public service system with diverse and flexible organizational models and forms to both meet the increasingly high demands of the people and mobilize social participation in the provision of essential services, making them effective tools for responding to risks in the face of social changes.

Solution 2: The government implements policies to encourage/mobilize social organizations, individuals, and households to participate in social security programs to develop a diverse social security system, support citizens, and help them proactively prevent, mitigate, and overcome risks in the face of social changes.

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