

ONLINE LAUNCH OF 2019 PAPI REPORT

Communication round-up



On 28 April 2020, for the first time, UNDP in Viet Nam organized a virtual launch of its flagship report “The Viet Nam Provincial Governance and Public Administration Performance Index (PAPI) 2019”. Over 14,000 citizens randomly selected from all 63 provinces nationwide were interviewed for the 2019 PAPI. Since 2009, the voices of more than 130,000 citizens have been reflected in annual PAPI reports. These collective voices inform the nation’s sustainable development agenda and provide a rich reservoir of findings for decision-makers at a crucial time when they are defining the Socio-Economic Development Strategy for the coming decade and are now addressing the recent global health and economic twin crises caused by COVID-19. Link to the full report: <http://papi.org.vn/eng/bao-cao/>

Key messages

- First time online launch is a great opportunity for us to have people from outside Ha Noi and even abroad to join the event.
- Key findings from the 2019 report:
 - Even before the Covid-19 crisis, citizens in Viet Nam, especially those without social insurance, were mainly concerned about (1) poverty. They were also concerned about (2) economic growth, (3) the environment and (4) jobs. Corruption which used to be the top 3rd concern has dropped into 7th place.
 - On gender and leadership, Viet Nam is in the top third of all countries according to the UNDP Human Development Report. Nonetheless, the PAPI report highlighted that voters, including women themselves, exhibited a strong bias against women in leadership roles, especially at village head level – which is considered to be one of the most important levels of governance by citizens.
 - citizens continued to report improvements in most of the six “core” dimensions of the PAPI Index, including on anti-corruption
- 60 out of 63 provinces have issued some sort of action plan to address their PAPI findings. In 2019, some 17 provinces issued new or renewed provincial responses to PAPI findings with a one- or five-year perspective, aiming to attain higher citizen satisfaction with their performance.
- Need for a continued focus on improving e-governance, especially now during this Covid-19 time. Despite increased internet use in Viet Nam, citizens were not using e-government portals as much as they could have in 2019.

Keynotes

UNDP Resident Representative opened the launch, jointly with a leader of Viet Nam Fatherland Front, and Ambassador of Australia to Viet Nam.

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|  <p>UNDP Resident Representative Ms. Caitlin Wiesen</p> | <p><i>“The 2019 report highlights PAPI’s value in assessing governance and public administration reforms across a decade and benchmarking governance performance towards national development targets and the Sustainable Development Goals with improvements across most dimensions. Importantly, nationally representative findings on top citizen greatest concerns, including poverty and job loss, and evaluation of recent reform priorities regarding control of corruption and e-governance, provide valuable insights for policy makers as Vietnam enters the recovery phase of COVID-19.”</i></p> <p>Full speech: https://youtu.be/sqlmmSM0TnQ</p> |
| <p><i>“The 2021 National Assembly and People’s Council elections provide an opportunity for more women to be elected to legislative and leadership positions. Improving gender equality and women’s empowerment is a key focus for Australia in Vietnam. The important findings on gender, leadership and the 2021 elections in the 2019 report underline that more work needs to be done to address bias against women being elected to leadership positions and ensuring electable female candidates are nominated to have an equal voice in the political arena and in shaping the nation’s development.”</i></p> <p>Full speech: https://youtu.be/NcPiYs87R1M</p> |  <p>Australian Ambassador Robyn Mudie</p> |



**Vice President of Viet Nam Fatherland Front
Dr. Nguyen Huu Dung**

“The analysis and assessment of public administration and governance performance at the provincial level from citizen perspectives is a very important channel of information which not only reflects the citizen perception and expectations at the grassroots level but also serve as an indication of provincial public administration and governance performance helping the policy makers introduce timely policy adjustment and improvements to respond to actual circumstances.”

Full speech: https://youtu.be/8sAm_XPZOUk

Breaking the mold on live streaming launch

The launch garnered over 900 live participants from various ministries and almost all provinces and cities during the livestreaming and reached over 38,000 people. Colleagues from some provincial people committees and development partners even gathered together to watch the event.



Livestream links:

Vietnamese language: <https://bit.ly/3f2ohkT>

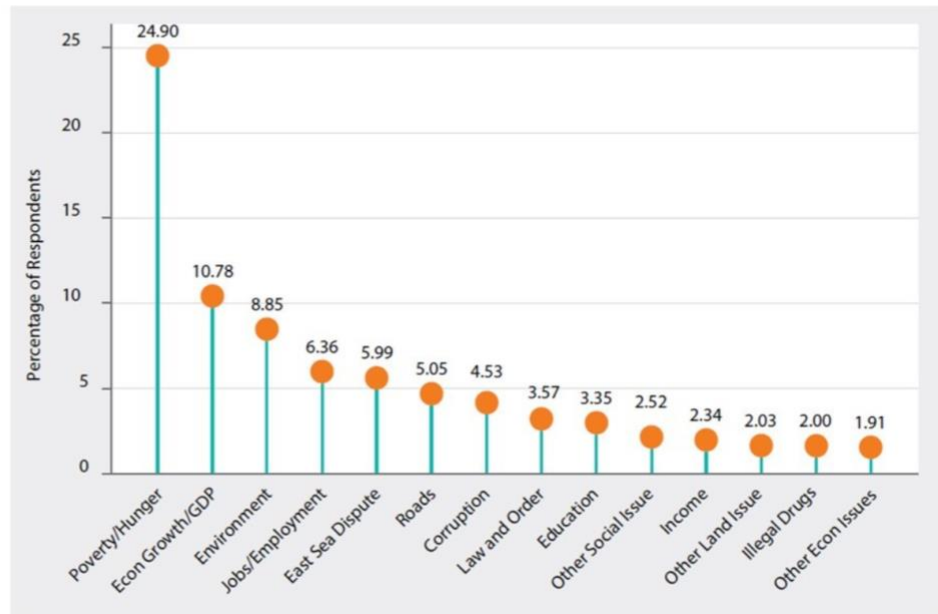
English language: <https://bit.ly/35gJq65>

Some lessons learned from organizing online launch event: Blog by Catherine Phuong and Le Thi Thu Hien <https://bit.ly/2yqQrFu>



UNDP video on PAPI: <https://drive.google.com/open?id=11KnrBf3PTWCqkxSPqeDvO8kKCTqwxS6i>

Issues of Greatest Concern in 2019



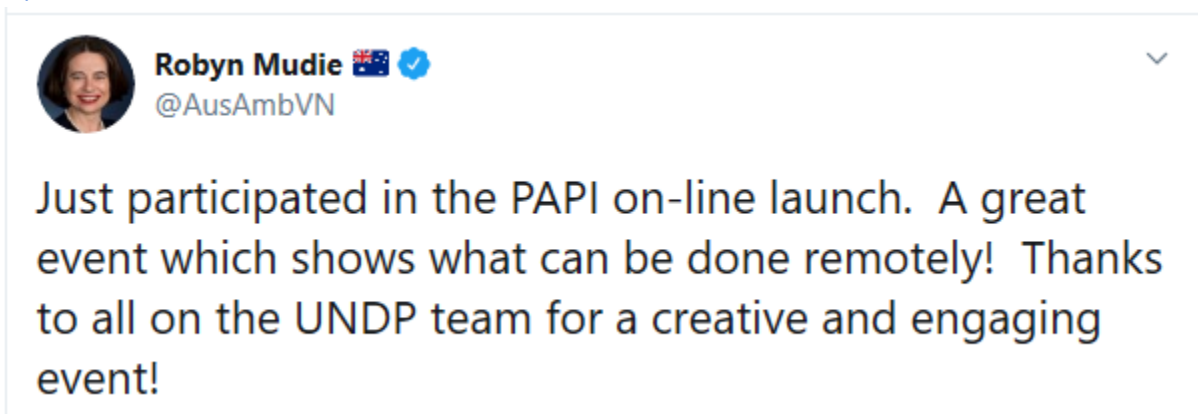
Press release:

<https://www.vn.undp.org/content/vietnam/en/home/presscenter/pressreleases/PAPI2019Launch.html>

Social Media Coverage

Australian Ambassador tweeted about the launch:

<https://twitter.com/AusAmbVN/status/1254998259707179008>



Many other people and organizations also tweeted to share the launch, as can be seen in this twitter moments <https://twitter.com/i/events/1255458416706965508>



 UNDP Viet Nam  @UNDPVietNam

8 minutes ago

Virtual launch of PAPI 2019

On 28 April 2020, for the first time, UNDP in Viet Nam organized a virtual launch of its flagship report "The Viet Nam Provincial Governance and Public Administration Performance Index (PAPI) 2019".

Photo via @CatherinePhuong

Mass Media coverage as of 6 May 2020

The launch was extensively covered on mass media with ten TV reports and more than 100 articles published in online and print newspapers. Most of the newspapers highlight top citizens' concerns, while the National TV focuses on Corruption; the National Assembly's TV analyses Ha Noi's low ranking; provincial newspapers focus on ranking, others report on e-governance, social protection, and public service aspects.



Television

VTV <https://youtu.be/UY1-tILGUvc?t=876> (Chinese language, from 14'36)

VTV <https://youtu.be/KlwVZM5P4h8> (English language)

VTV <https://youtu.be/23TELCr1UAg?t=396> (French language, from 6'36)

VTV <https://youtu.be/HkL5w-Cjzgz?t=1056> (Russian language, from 17'36)

VTV <https://youtu.be/WXdPVsxloj4?t=897> (Vietnamese language)

National Assembly TV: <http://quochoitv.vn/Videos/thoi-su/2020/4/ha-noi-vao-nhom-cuoi-bang-xep-hang-papi-2019/362672>

Party TV (Nhan Dan): <https://youtu.be/snzE8Msm16s>

National Digital TV (VTC1): link to be provided

VTC10: link to be provided

Tay Ninh provincial Television: <https://baotayninh.vn/video/xem-video/diem-tin-24-7-ky-16-2020-2072.html> (from 6'48)

Newspapers:

English and French languages

1. VnExpress: <https://e.vnexpress.net/news/news/vietnamese-see-progress-in-fight-against-corruption-grand-and-petty-4092193.html>
2. Party's online newspaper: <http://en.dangcongsan.vn/news-and-events/poverty-economic-growth-and-environment-as-top-concerns-for-citizens-even-before-the-country-became-affected-by-covid-19-551721.html>
3. Viet Nam News: <https://vietnamnews.vn/society/715990/poverty-still-a-major-concern-for-vietnamese-people-papi-report.html>

4. Viet Nam Law and Legal Forum: <https://vietnamlawmagazine.vn/poverty-economic-growth-and-environment-as-top-concerns-for-citizens-2019-papi-report-27159.html>
5. Ha Noi Times: <http://hanoitimes.vn/poverty-remains-top-concern-for-vietnamese-people-undp-311911.html>
6. Viet Nam Plus: <https://en.vietnamplus.vn/poverty-tops-concerns-of-vietnamese-citizens-2019-papi-report/172479.vnp>
7. Viet Nam Plus: <https://fr.vietnamplus.vn/gouvernance-publique-le-rapport-papi-2019-rendu-public/136687.vnp>

Vietnamese language

8. Party Committee for Internal Affairs portal: <http://noichinh.vn/tin-tuc-su-kien/202004/bao-cao-chi-so-hieu-qua-quan-tri-va-hanh-chinh-cong-cap-tinh-tai-viet-nam-papi-2019-307968/>
9. Party Committee for Mass Mobilization online newspaper: <http://danvan.vn/Home/cong-tac-dan-van/11936/UNDP-cong-bo-Chi-so-hieu-qua-quan-tri-va-hanh-chinh-cong-cap-tinh-o-Viet-Nam-nam-2019>
10. Government online newspaper: <http://baochinhphu.vn/Xa-hoi/Hieu-qua-quan-tri-cong-cap-tinh-cai-thien-manh-trong-nhiem-ky-Chinh-phu-hien-tai/394301.vgp>
11. National Assembly's newspaper: <http://daibieunhandan.vn/default.aspx?tabid=82&NewsId=435152>
12. National Assembly's newspaper: <http://www.daibieunhandan.vn/default.aspx?tabid=82&NewsId=435406>
13. People Supreme Court's magazine: 1. <https://tapchitoaan.vn/bai-viet/kinh-te/papi-2019-thieu-bhxh-dan-toi-su%25cc%25a3-gia-tang-quan-ngai-ve-doi-ngheo>
14. VTV News <https://vtv.vn/trong-nuoc/nguoi-dan-viet-quan-tam-nhat-den-ngheo-doi-tang-truong-kinh-te-va-moi-truong-20200428165552031.htm>
15. Inspector newspaper: <http://thanhtrivietnam.vn/xa-hoi/nam-2019-kiem-soat-tham-nhung-trong-khu-vuc-cong-duoc-cai-thien-190939>
16. MOFA newspaper: <https://baoquocte.vn/lay-thuoc-do-la-su-hai-long-cua-nguoi-dan-quang-ninh-but-pha-ngoan-muc-ve-chi-so-papi-2019-114909.html>
17. Investment (MPI mouthpiece): <https://baodautu.vn/papi-2019-ha-noi-van-trong-nhom-diem-thap-nhat-d121011.html>
18. Ministry of Finance newspaper: <http://thoibaotaichinhvietnam.vn/pages/thoi-su/2020-04-28/papi-2019-hau-het-cac-linh-vuc-quan-tri-va-hanh-chinh-cong-deu-duoc-cai-thien-86019.aspx>
19. Ministry of Finance newspaper: <http://thoibaotaichinhvietnam.vn/pages/chong-tham-nhung/2020-04-28/kiem-soat-tham-nhung-trong-khu-vuc-cong-cai-thien-manh-me-86045.aspx>
20. Finance magazine: <http://tapchitaichinh.vn/info-media/infographics-papi-2019-cai-thien-lon-nhat-o-cung-ung-dich-vu-cong-322261.html>

21. On-line newspaper of the Ministry of Natural Resources and Environment: <https://baotainguyenmoitruong.vn/chi-so-papi-cho-thay-no-luc-to-lon-cua-viet-nam-trong-cai-thien-quan-tri-cong-trong-dai-dich-covid-19-303623.html>
22. On-line magazine of the Ministry of Labour <http://danviet.vn/nha-dat/papi-2019-chi-so-ha-noi-nam-trong-nhom-yeu-kem-nhat-1083415.html>
23. Viet Nam Agriculture newspaper: <https://nongnghiep.vn/quang-ninh-thuoc-nhom-cao-nhat-ca-nuoc-ve-xep-hang-chi-so-papi-d263546.html>
24. ITC (mouthpiece of Ministry of Information and Communication): <http://ictvietnam.vn/chi-so-papi-2019-ghi-nhan-nhieu-tien-bo-dang-khich-le-cua-cac-tinh-thanh-pho-20200428191232657.htm>
25. ICT: <http://ictvietnam.vn/papi-2019-nhung-van-de-duoc-nguoi-dan-quan-tam-nhat-20200501025724639.htm>
26. Juridical magazine: <https://phaply.net.vn/nam-2019-quang-ninh-dung-thu-3-toan-quoc-ve-chi-so-papi/>
27. Dan Sinh (mouthpiece of MOLISA): <http://baodansinh.vn/bao-cao-papi-2019-kiem-soat-tham-nhung-khu-vuc-cong-cai-thien-manh-me-20200503210327076.htm>
28. People's Intellectual: <https://dantri.com.vn/xa-hoi/bo-truong-tran-hong-ha-ty-le-boi-tron-khi-lam-thu-tuc-cap-so-do-da-giam-20200502123002386.htm>
29. People <https://www.nhandan.com.vn/kinhte/tin-tuc/item/44273002-quang-ninh-dung-thu-ba-toan-quoc-ve-xep-hang-chi-so-papi.html>
30. Urban economy newspaper: <http://kinhtedothi.vn/cong-bo-chi-so-papi-2019-su-hai-long-cua-nguoi-dan-chua-co-cai-thien-vuot-bac-382700.html>
31. Stock exchange news: <https://tinnhanhchungkhoan.vn/thoi-su/nguoi-dan-cam-nhan-tham-nhung-con-pho-bien-trong-mot-so-dich-vu-cong-324639.html>
32. Law plus newspaper: <https://www.phapluatplus.vn/chinh-tri-xa-hoi/ha-noi-va-tp-hcm-thuoc-nhom-cuoi-bang-ve-kiem-soat-tham-nhung-trong-khu-vuc-cong-d123193.html>
33. New Ha Noi newspaper: <http://hanoimoi.com.vn/tin-tuc/Xa-hoi/965925/papi-nam-2019-cai-thien-lon-nhat-o-linh-vuc-kiem-soat-tham-nhung-trong-khu-vuc-cong>
34. Young people newspaper: <https://thanhnien.vn/thoi-su/63-nguoi-dan-cho-rang-phai-dua-lot-tay-de-vao-lam-nha-nuoc-1217104.html>
35. VOV newspaper: <http://baotnvn.vn/tin-tuc/Xa-hoi/7351/Chi-so-PAPI-2019-Thai-Nguyen-dat-diem-cao-cong-khai-minh-bach-va-quan-tri-dien-tu>
36. Viet Times: <https://viettimes.vn/hanh-chinh-cong-mot-cua-va-dich-vu-cong-truc-tuyen-thay-gi-tu-nhung-con-so-biet-noi-cua-papi-388681.html>
37. Viet Times: <https://viettimes.vn/cong-bo-chi-so-papi-2019-ha-noi-dung-duoi-ca-bac-lieu-quang-ngai-lai-chau-ve-chi-so-cong-khai-minh-bach-388566.html>
38. The Leader: <https://theleader.vn/thu-tuc-hanh-chinh-cong-di-lui-du-no-luc-cai-cach-1588063379646.htm>
39. Monetary Security newspaper: <http://antt.vn/vi-sao-nguoi-dan-chua-man-ma-voi-dich-vu-cong-truc-tuyen-292858.htm>

40. Net News: <http://netnews.vn/Chi-so-PAPI-2019-Ghi-nhan-nhieu-tien-bo-dang-khich-le-cua-cac-tinh-thanh-pho-cong-nghe-313-0-2291145.html>
41. Nature net
<https://www.thiennhien.net/2020/05/05/dai-dang-ngheo-doi-moi-truong/>
42. Health and Life newspaper: <https://suckhoedoisong.vn/papi-2019-khong-co-bhxx-nhan-to-dan-toi-su-gia-tang-quan-ngai-ve-doi-ngheo-n173519.html>
43. VCCI portal: <https://m.vcci.com.vn/papi-2019-hau-het-cac-linh-vuc-quan-tri-va-hanh-chinh-cong-deu-duoc-cai-thien>
44. Economy Group: <http://kinhtetapdoan.vn/papi-2019-buoc-tien-trong-quan-tri-dieu-hanh-va-hanh-chinh-cong-o-viet-nam-d8267.html>
45. Bidding newspaper: <https://baodauthau.vn/thoi-su/papi-2019-nguoi-dan-hai-long-hon-ve-hieu-qua-quan-tri-va-hanh-chinh-cong-127829.html>
46. Social Insurance newspaper: <http://baobaohiemxahoi.vn/vi/tin-chi-tiet-nguoi-dan-khong-co-bhxx-lo-ngai-nguy-co-doi-ngheo-e9358995.aspx>
47. HCM City Legal Center portal:
http://nguoiabaovequyenloi.com/User/ThongTin_ChiTiet.aspx?MaTT=15202051527466971&MaMT=23&MaNT=2
48. Custom newspaper: <https://haiquanonline.com.vn/vi-sao-nguoi-dan-chua-man-ma-voi-dich-vu-cong-truc-tuyen-126010.html>
49. Conversation of Viet Nam Development: <https://cvdvn.net/2020/04/29/o-nhiem-moi-truong-dung-thu-3-trong-nhung-van-de-nguoi-dan-viet-nam-lo-lang-nhat-nam-2019/>
50. News:
<https://tintuc.vn/phu-tho-co-2-chi-so-nam-trong-nhom-cao-nhat-ca-nuoc-post1639777>
51. Enternews: <https://enternews.vn/xin-viec-vao-khu-vuc-cong-van-la-than-quen-va-lot-tay-172121.html>
52. Enternews: <https://enternews.vn/papi-2019-ben-tre-la-tinh-cao-diem-nhat-ha-noi-van-trong-nhom-diem-thap-nhat-172022.html>
53. Law and Society newspaper: <https://phapluatxahoi.vn/bao-cao-papi-2019-ngheo-doi-van-luon-la-moi-quan-ngai-lon-nhat-cua-nguoi-dan-190926.html>
54. Petrotimes
<https://petrotimes.vn/papi-2019-khong-tinh-thanh-nao-dat-diem-papi-tuyet-doi-570239.html>
55. Viet Nam Integration:
<https://vietnamhoinhap.vn/article/nguoi-dan-hai-long-hon-voi-cong-tac-kiem-soat-tham-nhung--n-30408>
56. Sai Gon Investment and Finance
<https://saigondautu.com.vn/kinh-te/chi-so-hanh-chinh-cong-2019-tphcm-dat-diem-so-trung-binh-cao-79882.html>
57. Education and Time Newspaper
<https://giaoducthoidai.vn/papi-ghi-nhan-giam-tinh-trang-tham-nhung-20200428170241188.html>

58. The Vanguard (the mouthpiece of the central committee of the HCM Communist Youth Union)
<https://www.tienphong.vn/xa-hoi/ty-le-lot-tay-xin-cap-giay-chung-nhan-quyen-su-dung-dat-on-dinh-trong-nhieu-nam-1649865.tpo>
59. Online marketing world
<https://thegioitiepthi.vn/ngheo-doi-la-van-de-cap-bach-ngay-ca-truoc-khi-viet-nam-bi-anh-huong-boi-covid-19-179564.html>
60. Science and development
<https://khoahocphattrien.vn/chinh-sach/bao-cao-papi-2019-ngheo-doi-van-la-van-de-nguoi-dan-lo-ngai-nhat/20200428120538932p1c785.htm>
61. Sai Gon Liberation: <https://www.sggp.org.vn/ben-tre-tiep-tuc-dung-dau-bang-xep-hang-papi-2019-659724.html>
62. Ha Noi Government's portal: https://pbgdpl.hanoi.gov.vn/goc-nhin/-/asset_publisher/sxBNLsQSLyY8/content/kiem-soat-tham-nhung-trong-khu-vuc-cong-co-nhieu-cai-thien
63. Uong Bi Government portal": <http://uongbi.gov.vn/quang-ninh-but-pha-ngoan-muc-trong-bang-xep-hang-papi-2019-p13n45395.html>
64. Uong Bi Government portal": <http://uongbi.gov.vn/quang-ninh-dung-thu-3-toan-quoc-ve-xep-hang-chi-so-papi-p13n45374.html>
65. Dak Lak Government Portal: <https://daklak.gov.vn/-/cong-bo-truc-tuyen-chi-so-papi-2019-ak-lak-at-41-07-iem>
66. Bac Ninh provincial newspaper: <http://www.baobacninh.com.vn/chi-tiet-chinh-tri/-/details/20182/cong-bo-ket-qua-chi-so-papi-2019>
67. Tra Vinh provincial newspaper: <https://www.travinh.gov.vn/1426/37932/71699/607894/tin-tuc-cai-cach-hanh-chinh/ket-qua-chi-so-papi-cua-tinh-tra-vinh-nam-2019>
68. Ninh Thuan provincial newspaper: <http://baoninhthuan.com.vn/news/113419p1c30/chi-so-papi-nam-2019-cua-ninh-thuan-dat-4326-diem.htm>
69. Can Tho provincial newspaper: <http://cchccantho.gov.vn/article/cong-bo-chi-so-hieu-qua-quan-tri-va-hanh-chinh-cong-papi-nam-2019/786.htm>
70. Son La provincial newspaper: <https://sonla.gov.vn/4/469/61732/560202/thong-tin-cai-cach-hanh-chinh/chi-so-hieu-qua-quan-tri-va-hanh-chinh-cong-papi-cua-tinh-son-la-nam-2019-duoc-xep-vao-nhom-cao>
71. Son La Radio Television <http://sonlatv.vn/tin-tuc-n9927/cong-bo-chi-so-papi-nam-2019-son-la-xep-thu-11-ca-nuoc.html>
72. Tien Giang provincial newspaper: <http://tiengiang.gov.vn/chi-tiet-tin/?/tien-giang-tang-18-bac-ve-chi-so-hieu-qua-quan-tri-va-hanh-chinh-cong-cap-tinh-tai-viet-nam-papi-nam-2019/20656428>
73. Ap Bac (Tien Giang province) newspaper: 1. <http://baoapbac.vn/xa-hoi/202004/chi-so-papi-cua-tien-giang-nam-2019-thang-nhom-thang-hang-898330/>
74. Soc Trang provincial newspaper:
<https://soctrang.dcs.vn/Default.aspx?sname=tinhuy&sid=4&pageid=469&catid=54298&id=285081&catname=Trong-nuoc&title=Soc-Trang-xep-thu-10-va-nam-trong-nhom-cac-tinh--thanh-pho-co-chi-so-kiem-soat-tham-nhung-trong-khu-vuc-cong-cao-nhat>

75. Long An provincial newspaper:
<https://www.longan.gov.vn/Pages/TinTucChiTiet.aspx?ID=36397&CategoryId=T&InitialTabId=Ribbon.Read>
76. Khanh Hoa provincial newspaper: <http://ktv.org.vn/tin-tong-hop/chinh-tri-xa-hoi/khanh-hoa-xep-thu-49-63-tinh-thanh-pho-ve-chi-so-papi-nam-2019/>
77. Quang Tri provincial Party's Portal: <https://tinhuyluongtrivn.vn/quang-tri-dung-thu-3-toan-quoc-ve-chi-so-su-dung-cong-thong-tin-dien-tu-cua-chinh-quyen-dia-phuong>
78. Quang Tri provincial newspaper: <http://www.baoquangtri.vn/Th%C6%A1%CC%80i-s%C6%B0%CC%A3/modid/445/ItemID/147950>
79. Quang Ninh provincial TV newspaper: 1. <http://www.quangninh.tv/chinh-tri/202004/but-pha-trong-chi-so-papi-cong-khai-minh-bach-chia-khoa-de-quang-ninh-dat-gia-tri-niem-tin-cua-nguoi-dan-2481050/>
80. Quang Nam provincial newspaper:
<http://www.quangnam.gov.vn/CMSPages/BaiViet/Default.aspx?IDBaiViet=32694>
<http://www.quangnam.gov.vn/CMSPages/BaiViet/Default.aspx?IDBaiViet=32707>
81. Phu Yen provincial portal: <https://phuyen.gov.vn/wps/portal/home/trang-chu/chi-tiet/tin-tuc-su-kien/loi-bat-cong-bo-chi-so-hieu-qua-quan-tri-va-hanh-chinh-cong-cap-tinh>
82. Thua Thien Hue Government portal: 1. <https://thuathienhue.gov.vn/vi-vn/Tin-tuc-su-kien/tid/Thua-Thien-Hue-nang-cao-hieu-qua-Quan-tri-va-Hanh-chinh-cong-cap-tinh/newsid/99DF1831-AEA6-4C36-83AC-ABB2009F88BD/cid/2BEA0540-FCA4-4F81-99F2-6E8848DC5F2F>
83. Thua Thien Hue Radio and TV online newspaper:
<http://www.trt.com.vn/Chuy%C3%AA%C4%91%E1%BB%81Chuy%C3%AA%E1%BB%A5c/tabid/58/itemid/39568/categoryId/1/type/1/Default.aspx>
84. Thua Thien Hue provincial newspaper: <https://baothuathienhue.vn/thua-thien-hue-xep-thu-5-63-tinh-thanh-thuoc-nhom-cao-nhat-toan-quoc-a86044.html>
85. Thua Thien Hue province fan page:
<https://www.facebook.com/ubndtinhtth/posts/541283589866650>
86. Ben Tre provincial portal:
<http://www.bentre.gov.vn/Pages/TinTucSuKien.aspx?ID=25946&InitialTabId=Ribbon.Read>
87. Hai Duong provincial newspaper: <https://baohaiduong.vn/xa-hoi/hai-duong-dung-thu-7-toan-quoc-ve-chi-so-papi-nam-2019-134973>
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