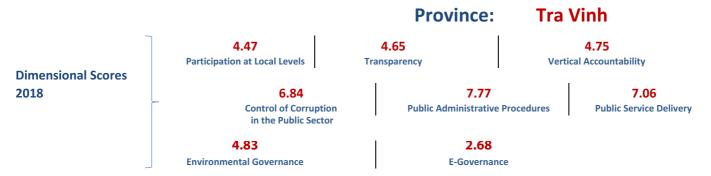
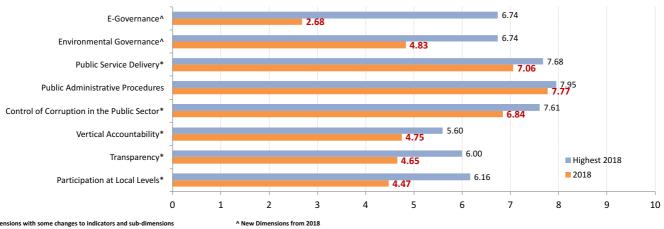
## The Viet Nam Provincial Governance and Public Administration Performance Index: Citizens' Experiences



PAPI measures the standards of governance and public administration drawn from citizens' experiences when interacting with governmental authorities. As a tool to monitor performance PAPI contributes to accelerate continued progress in governance and public administration performance. In an environment reliant on "self-assessments" by government stakeholders to measure government performance, PAPI helps provide a bottom-up perspective, by studying people—centred experiences.

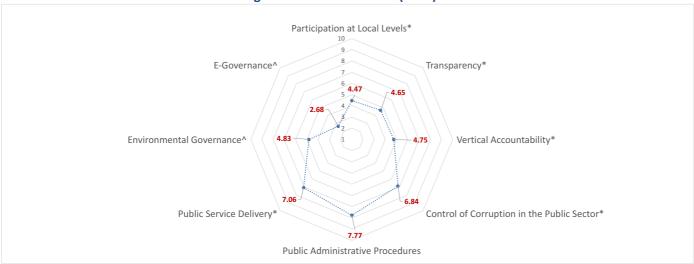
This provincial profile presents an initial overview of the main results and key findings at both the dimension and subdimension level. It also explains graphically the actual scores for the respective province and places it in comparative perspective with the best perfoming provinces and with itself over time. This will be useful for provinces hoping to identify good practices and to excel in performance.

## 2018 Overall Governance and Public Administration Performance



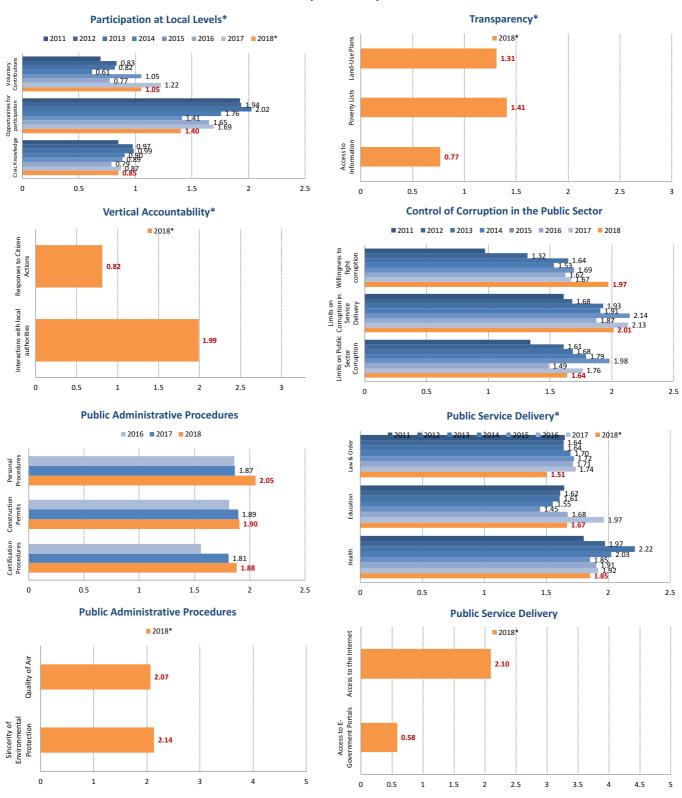
Since 2009 PAPI has collected responses from nearly 117,363 citizens across all 63 provinces making it the largest governance and public administration performance survey in the country. In 2018 PAPI was replicated with a total sample of 14,304 citizens directly interviewed.

## Dimensionsal Scores Against Maximum Scores (2018): Tra Vinh



Note: Dimensional Scale is from 1 (min) to 10 (max) points

## Sub-dimensional Scores (2011-2018): Tra Vinh



Note: Due to changes made to most of the dimensions, year-to-year comparision only works for Dimension 5 "Public Administrative Procedures" for 2018 PAPL







One Pager - PAPI 2017

www.papi.org.vn

Since 2018, major funding for this policy research has been provided by by Australian Aid, together with the Embassy of Ireland and UNDP Viet Nam.

vietnampapi@gmail.com