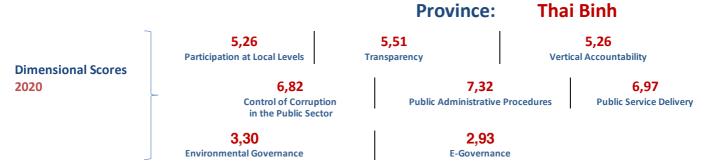
PAPI 2020

The Viet Nam Provincial Governance and Public Administration Performance Index:

Citizens' Experiences

Measuring



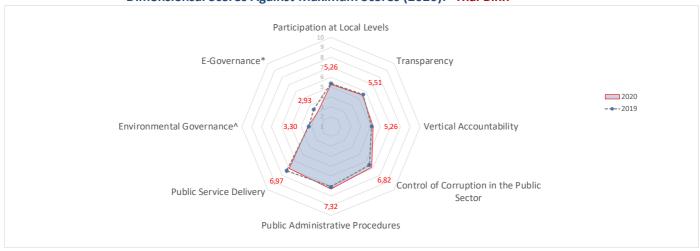
PAPI measures the standards of governance and public administration drawn from citizens' experiences when interacting with governmental authorities. As a tool to monitor performance PAPI contributes to accelerate continued progress in governance and public administration performance. In an environment 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.

2020 Overall Governance and Public Administration Performance E-Governance* Environmental Governance[^] Public Service Delivery Public Administrative Procedures Control of Corruption in the Public Sector Vertical Accountability Highest 2020 Transparency 2020 Participation at Local Levels 5,26 1 2 4 7 8 9 10 3 5 * Dimensions with some changes to indicators and sub-dimension sions from 2018, with updates in 2019

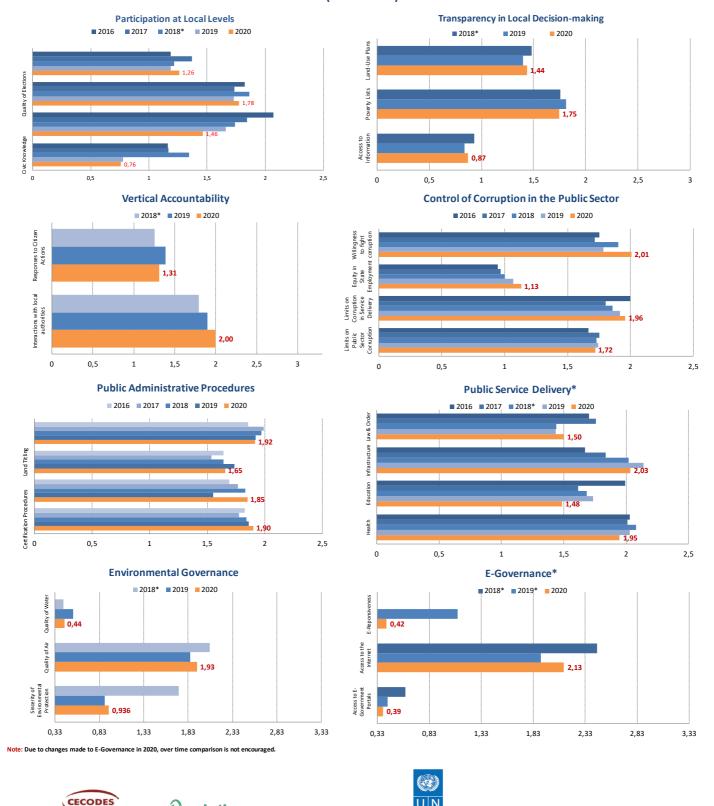
Since 2009 PAPI has collected responses from nearly 146,233 citizens across all 63 provinces making it the largest governance and public administration performance survey in the country. In 2020 PAPI was replicated with a total sample of 14,424 citizens directly interviewed.

Dimensionsal Scores Against Maximum Scores (2020): Thai Binh



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

Sub-dimensional Scores (2011-2020): Thai Binh



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