PAPI FACT SHEET

THE VIET NAM PROVINCIAL GOVERNANCE AND PUBLIC ADMINISTRATION PERFORMANCE INDEX (PAPI)

is the country's largest, annual, citizen-centric, nationwide policy monitoring tool. PAPI captures citizens' experiences and perceptions to benchmark the performance and quality of policy implementation and service delivery of all 63 provincial governments in Viet Nam, and to advocate for effective and responsive governance. Since its inception 12 years ago, PAPI has collected the views of **146,233** randomly selected citizens regarding the country's performance in governance and public administration, based on their direct interactions with local governments.

HIGHLIGHTED ACHIEVEMENTS (2009 – 2020)

63 provinces
convened PAPI diagnostic workshops to analyze citizens' feedback on PAPI governance areas.

62 provincial governments
issued action plans, resolutions and directives to institutionalize their commitments to improving local governments' performance.
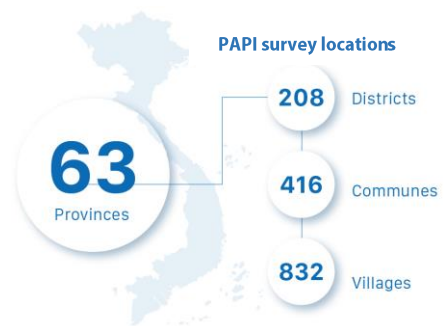
PAPI findings
cited by the Vietnam Communist Party, the Government of Viet Nam and the National Assembly when discussing with provincial governments; widely used by national and international development organizations, media and other stakeholders to foster governance reforms, increase citizen satisfaction and chart national progress towards the 2030 Sustainable Development Goals.

PAPI IMPACT

- Enhanced evidence-based policy making and implementation upon citizens' feedback;
- Improved performance in governance and public administration at all government levels;
- Increased local governments' responsiveness and accountability to citizens;
- Enhanced sharing, coordination and acceleration of best practices within and among provincial governments.

WHY PAPI MATTERS?

Citizens are at the heart of Viet Nam's development. As 'end users' of public administration and public services they are fully capable of assessing the performance of the State and local authorities and supporting the State in establishing a State that is "of the people, by the people and for the people." Therefore, PAPI aims to generate information that can improve the performance of local governments in meeting their citizens' needs by: (i) enabling citizens to benchmark their local government's performance and advocate for improvement; and (ii) creating constructive competition and promoting learning among local authorities.

8 Dimensions
29 Sub-dimensions · > 120 Indicators

1. Participation at Local levels
2. Transparency in Local Decision-making
3. Vertical Accountability Towards Citizens
4. Control of Corruption in the Public Sector
5. Public Administrative Procedures
6. Public Service Delivery
7. Environmental Governance
8. E-Governance

>500 Substantive Questions about Viet Nam's policy matters covering

PAPI survey locations
63 Provinces
208 Districts
416 Communes
832 Villages

IMPLEMENTING PARTNERS

- United Nations Development Programme
- Viet Nam Fatherland Front
- Centre for Community Support and Development Studies
- Ho Chi Minh National Academy of Politics
- Real-Time Analytics (RTA)

DEVELOPMENT PARTNERS

- The Government of Australia (2018-2025)
- The Government of Ireland (2018-2021)
- United Nations Development Programme (2009-2025)
- The Government of Switzerland (2011-2017)
- The Government of Spain (2009-2010)