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Official Launch

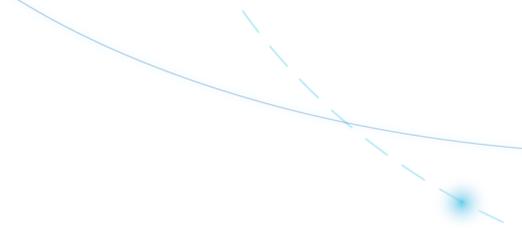
# PAPI 2021

**THE VIET NAM PROVINCIAL GOVERNANCE AND  
PUBLIC ADMINISTRATION PERFORMANCE INDEX**

Measuring citizens' experiences, 2021

Hà Nội, 10/05/2022

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# National Overview of Governance and Public Administration Performance and Issues of Greatest Concern in 2021

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**PAPI**2021



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- COVID-19 an COVID-19 and Issues of Greatest Concern in 2021
- Grassroots Democracy and Participation in the 2021 Election
- Overview of 2021 PAPI Results at the National Level



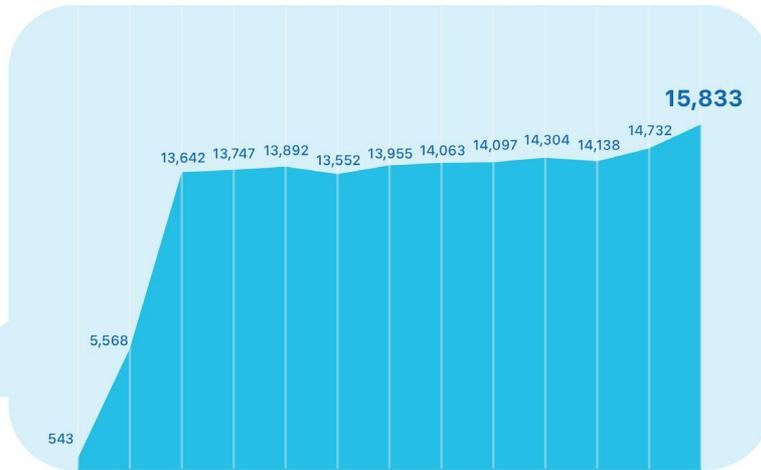
# 2021 Context

- National Developments
  - 2021 Party Congress with a renewed direction of *“modern and effective national governance reforms”*
  - 2021 Elections of National Assembly and People’s Council delegates
  - First year of the new government term (2021-2026)
- COVID-19 Wave 4 Impacts
  - Delta emergence
  - Lockdowns preceded survey wave
  - Economic downturn (2021 GDP growth rate recorded 2.58%, with a Q3 decline of 6.17%)
- 2019 Census data
  - 2019 Census data released
  - Data on migrants and provinces
  - Resampling of districts and inclusion of migrants

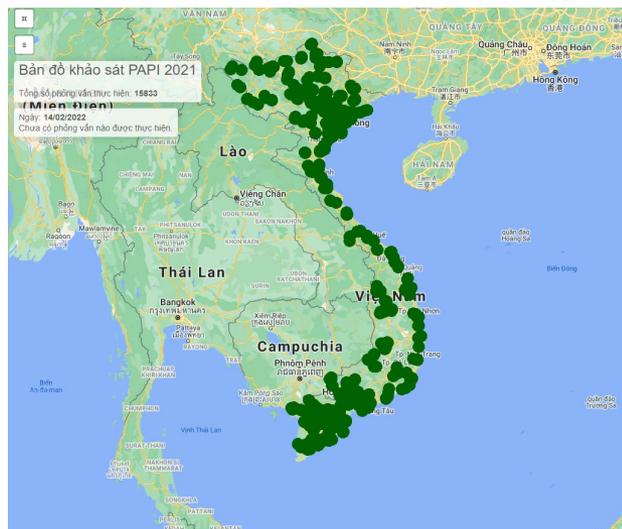


# A Snapshot of 2021 PAPI Survey

**162,066** interviews conducted



2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021



## 5 SAMPLING STEPS:

3 steps with **Probability Proportional to Size (PPS)** to select districts, communes and villages.

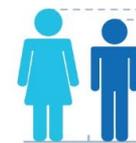
2 steps with randomization to select households and respondents using **2019 Census Population Data**.



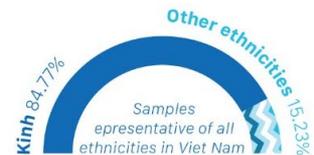
**15,833** Respondents to 2021 PAPI Survey

Citizens from all demographic backgrounds:

52.11% Women



6.58% Migrants



## Respondents by age groups



**45-60** minutes

- Face to face interviews
- Video Calls

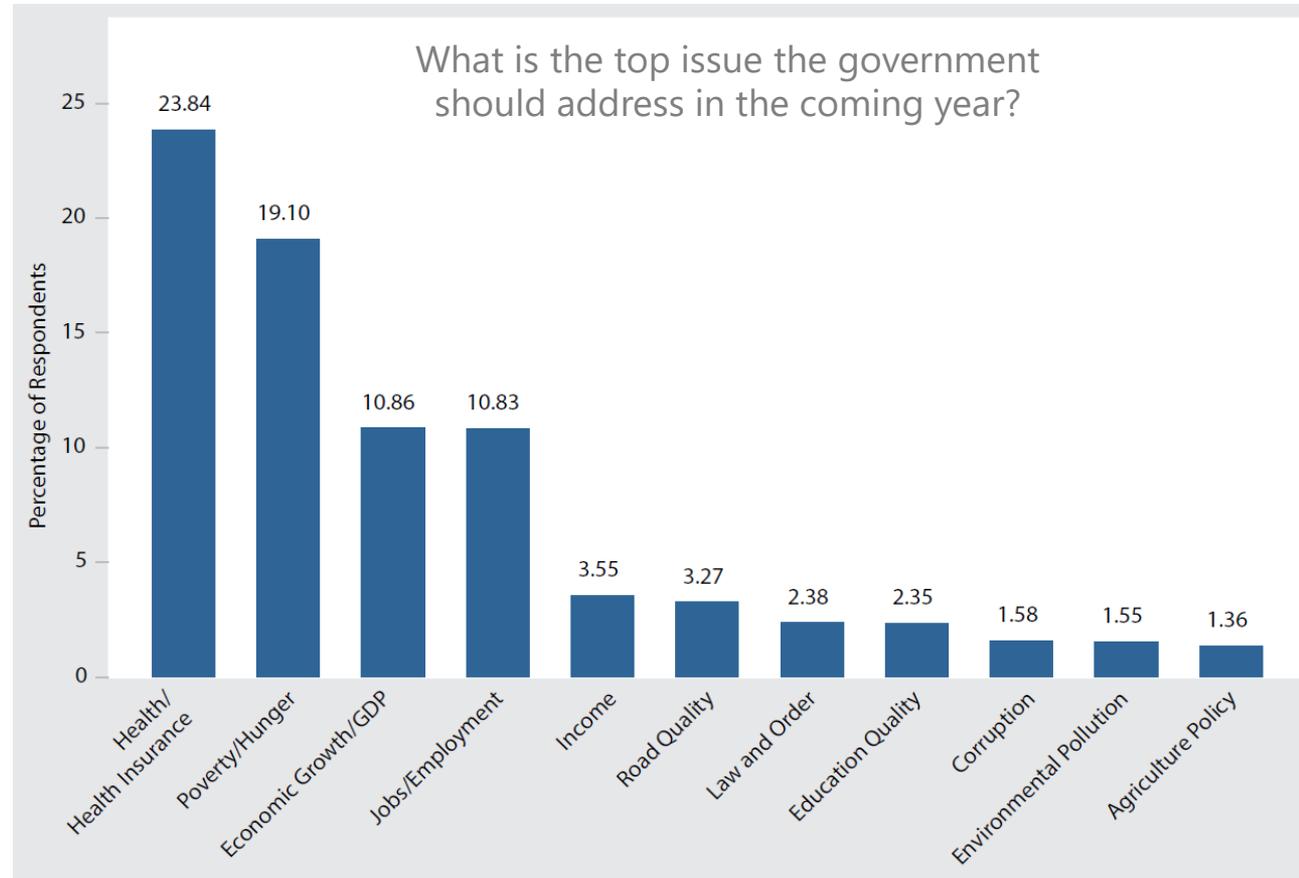


# COVID-19 and Issues of Greatest Concern in 2021



# Health/health insurance emerging as the top issue of concern in 2021

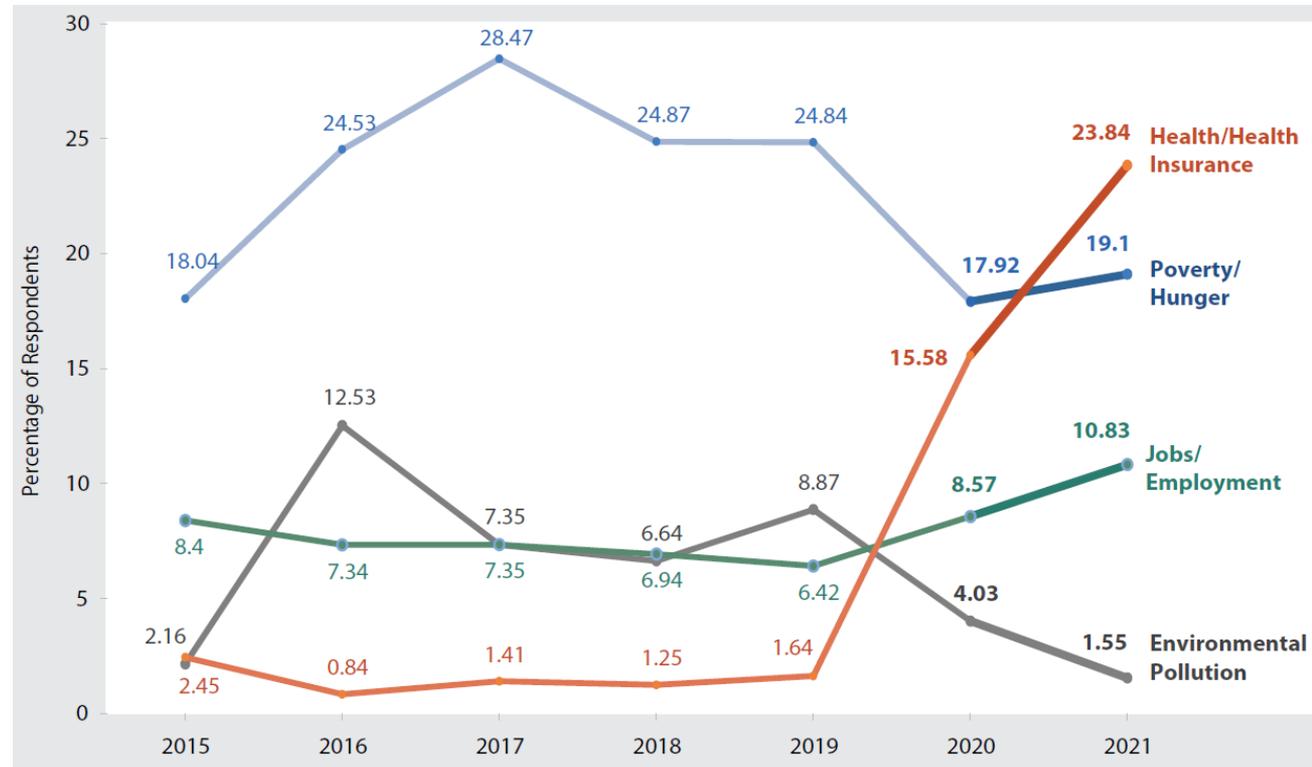
1. Health & Health Insurance (23%)
2. Poverty and Hunger (19%)
3. Economic Growth/GDP (11%)





# Dramatic shifts in top issues of greatest concern from 2015 to 2021

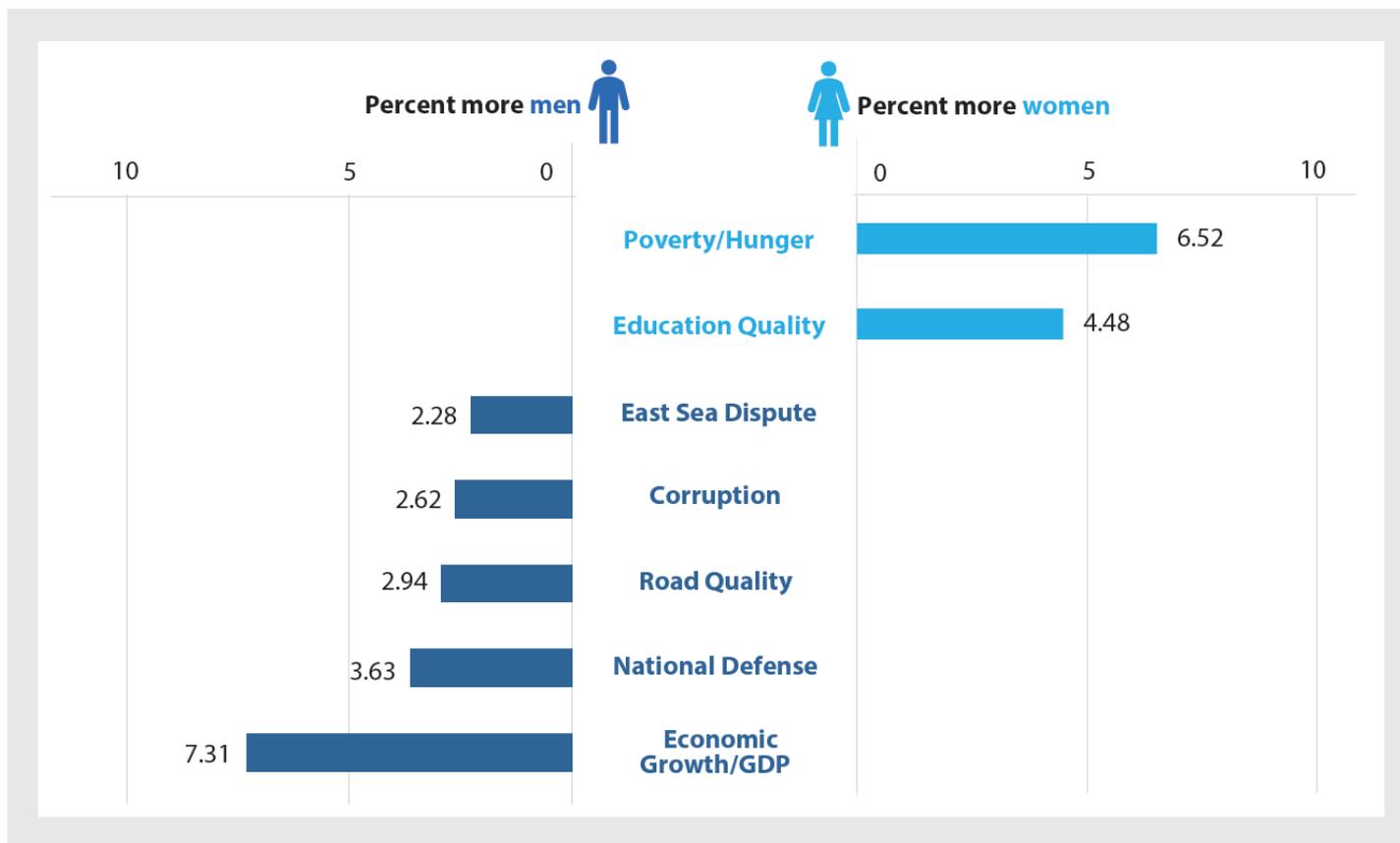
- Concern about **health/health insurance** and **jobs/employment** issues surged
- Concern about **environmental pollution** dropped, while more than 70% of citizens still preferred protection of the environment should be given priority, even at the risk of economic growth.





# Differences in issues of greatest concern from a gender lens, 2021

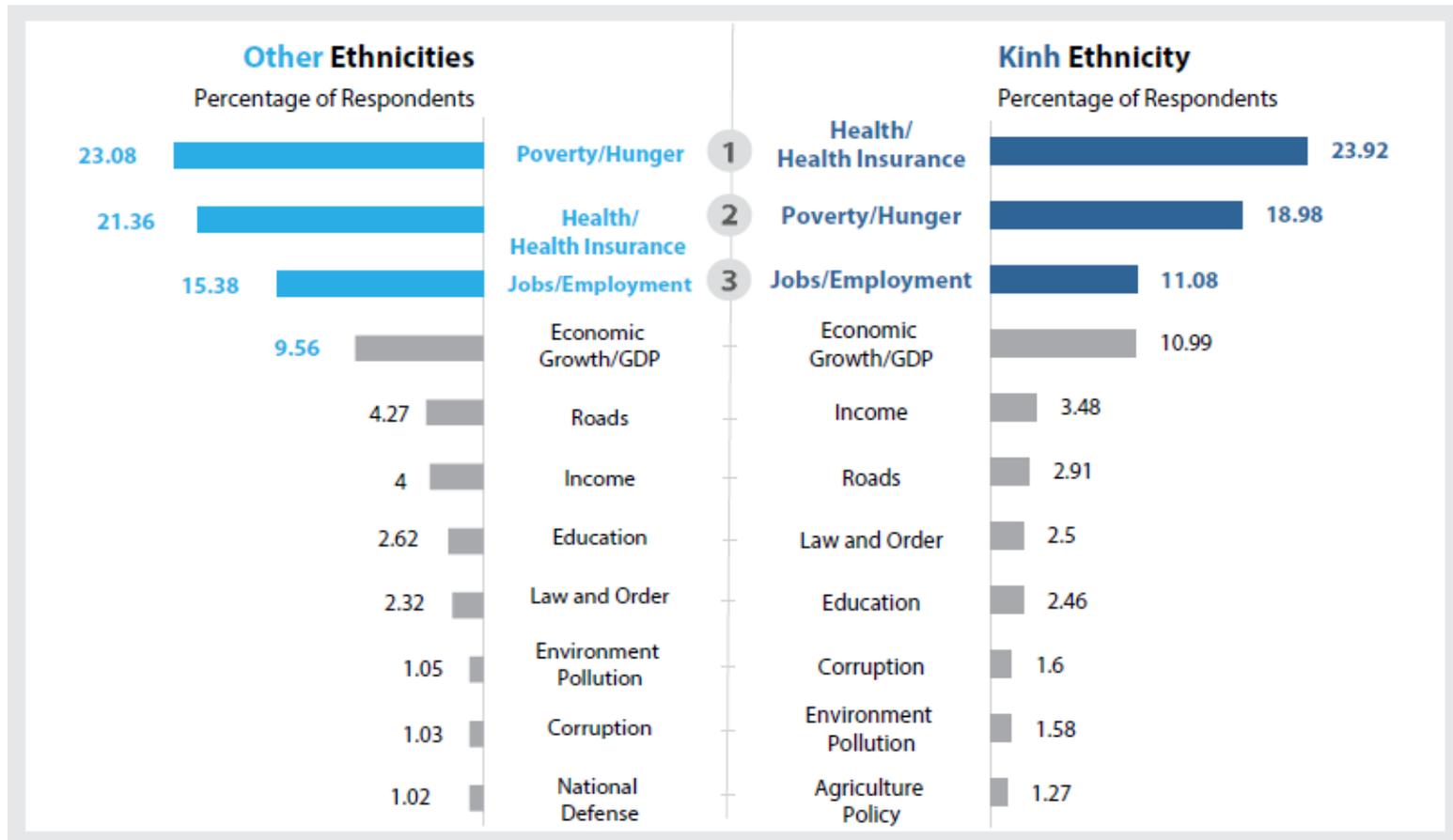
- Women more attuned to poverty and education quality
- Men more focused on economic growth and national defense





# Differences in issues of greatest concern from an ethnicity lens, 2021

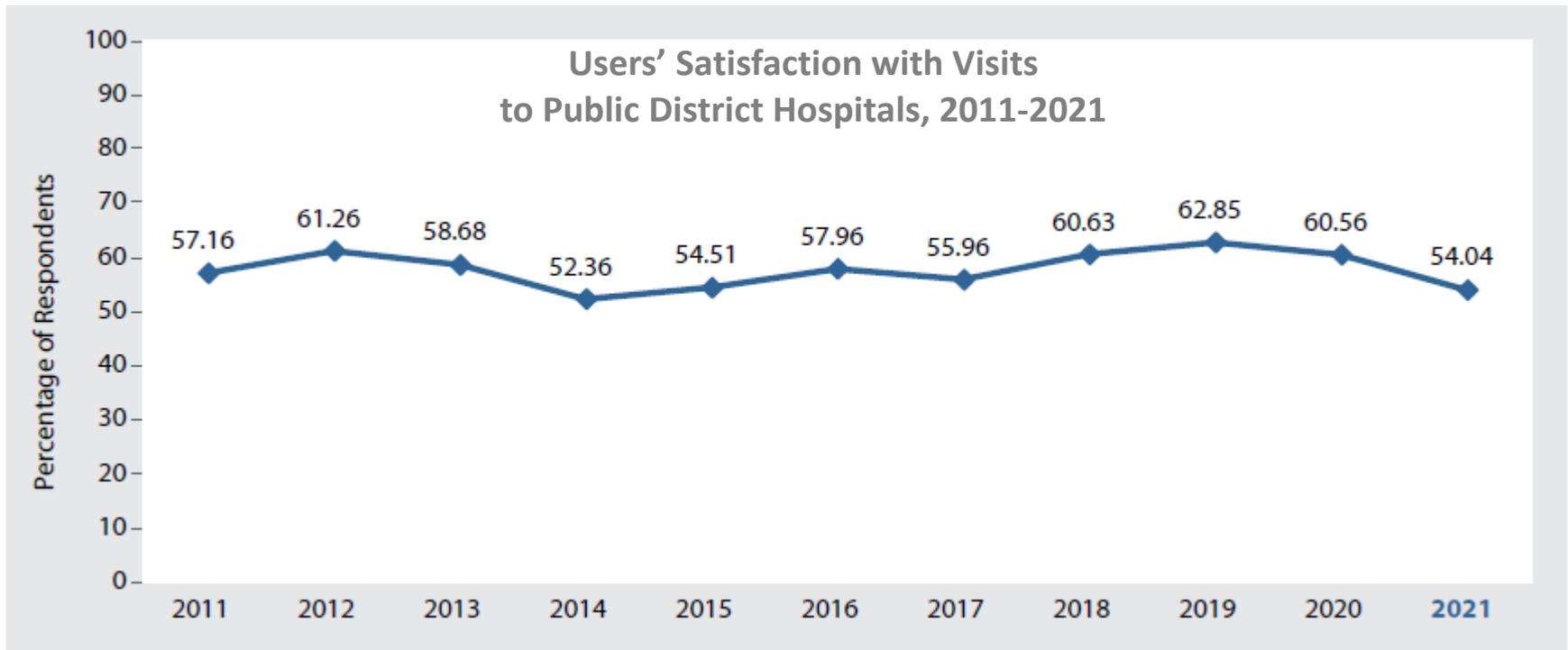
- Kinh majority especially concerned with health/health insurance
- Minorities also concerned about health, but poverty remains a more important issue





# Sharp decrease in user's satisfaction with public district hospitals in 2021

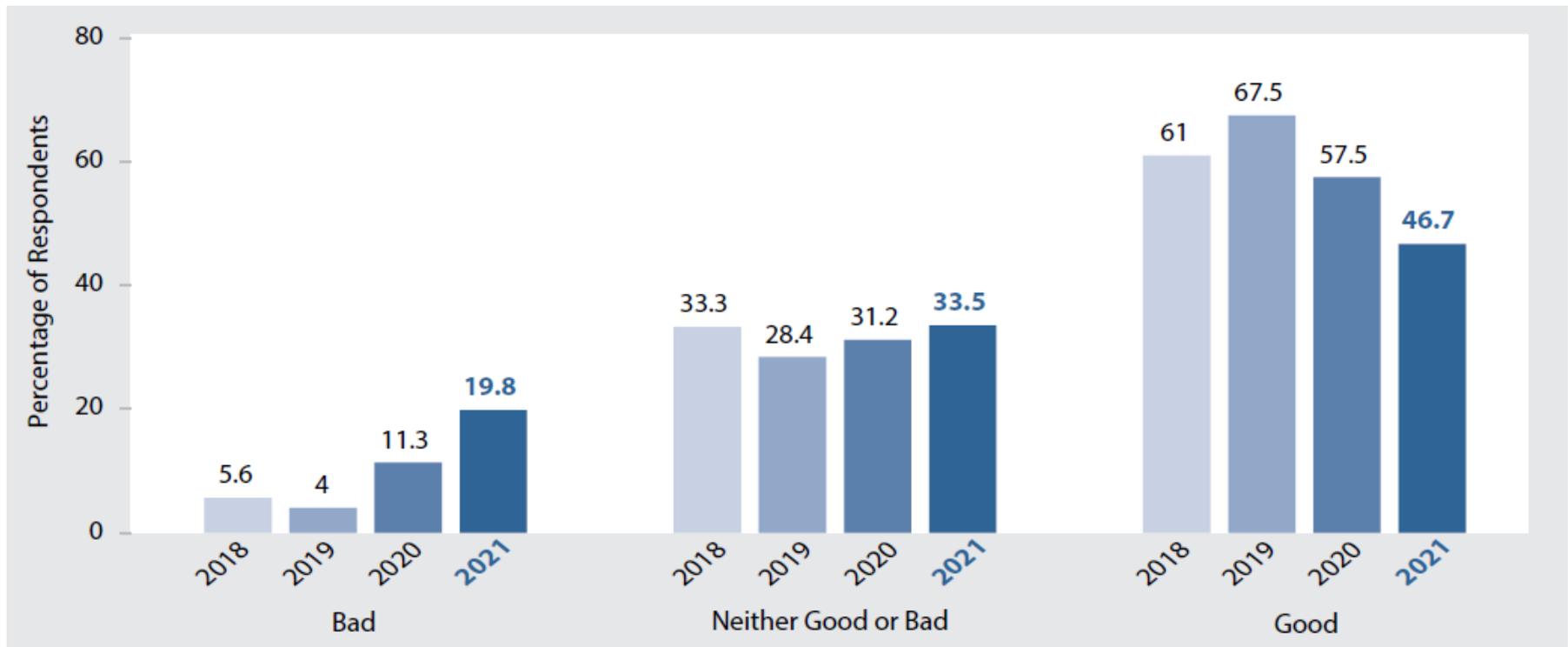
- What is driving concern with health sector?
- **Increased pressure** in 2021 due to COVID-19 may have **strained services** and **lowered satisfaction**





# Increased concern about national economic situation in 2021

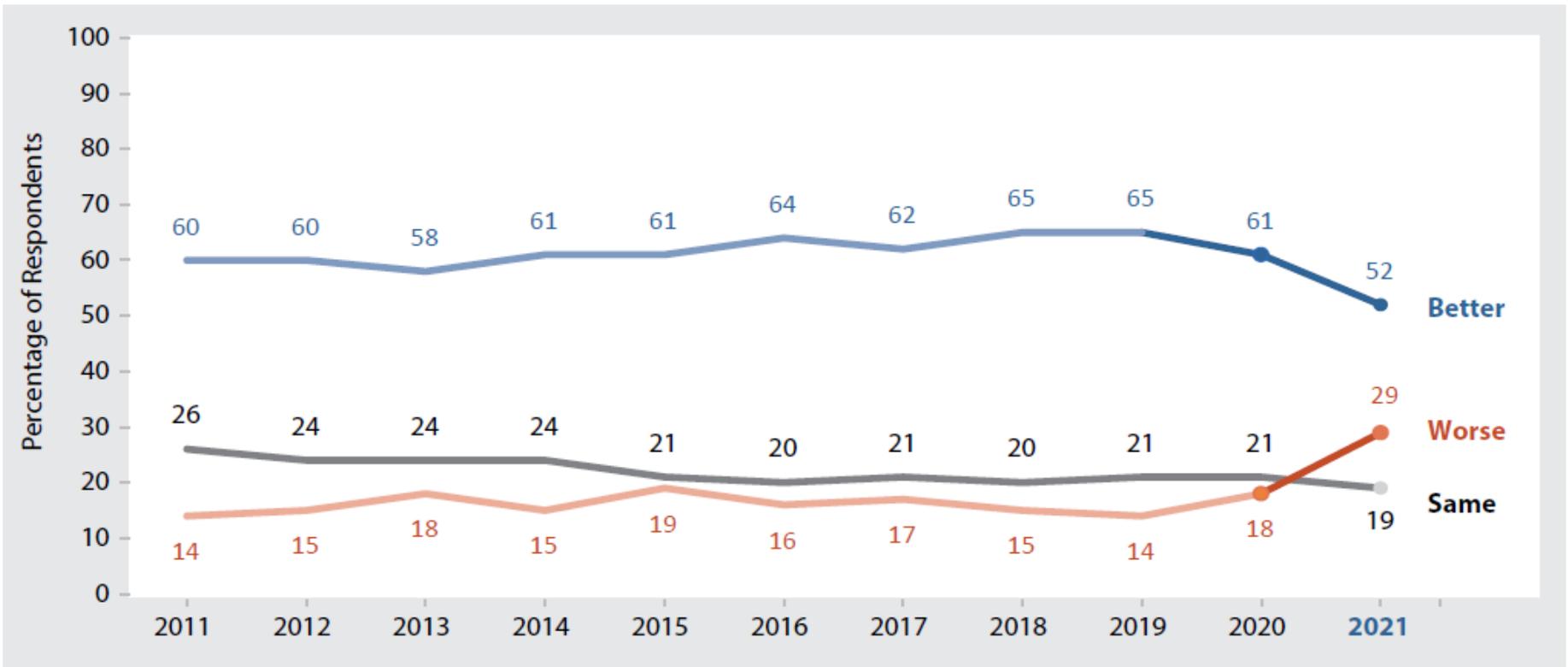
- Citizens **care about** national economic conditions.
- Before 2020, citizens had felt **optimistic** with the national economy.
- In 2021: **increased concern** accompanies **pessimism** about the **national** economy





# Increased concern about household economic situations in 2021

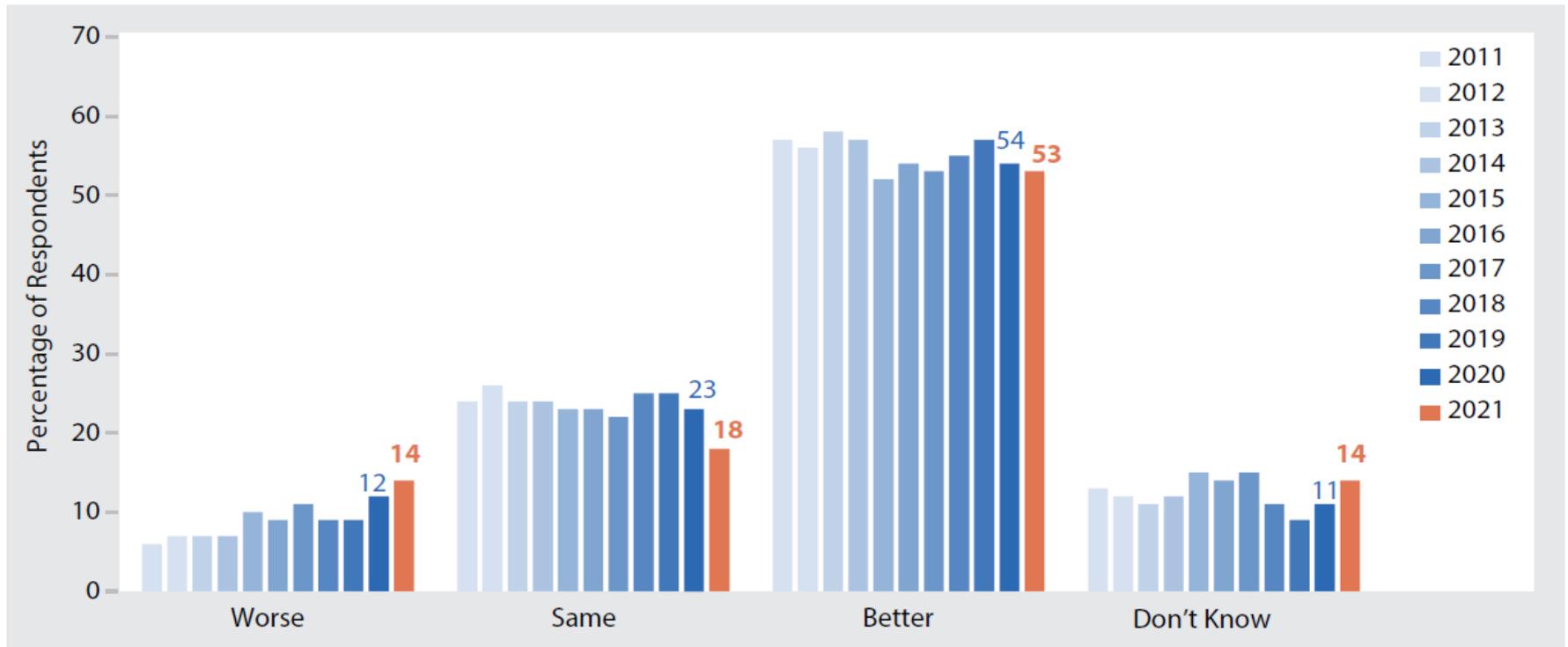
- **Pessimism** about household economic situations **on the rise**





# Perceptions of household economic situation in five years as perceived in 2021

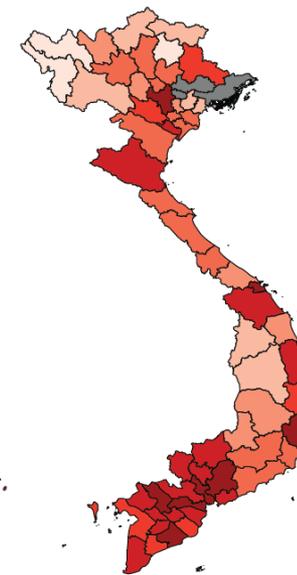
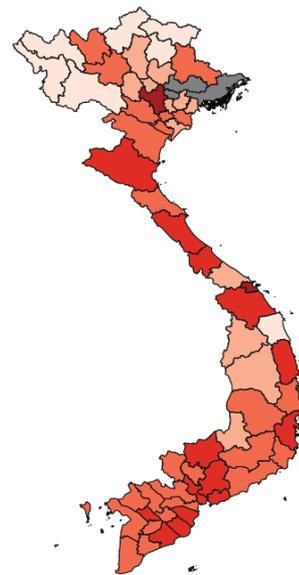
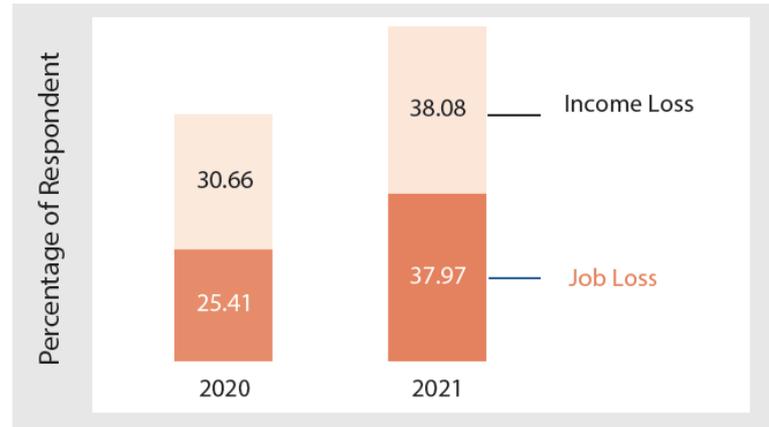
- Concern accompanies pessimism about **future household economic condition**





# COVID-19 Impact on Income and Jobs in 2021

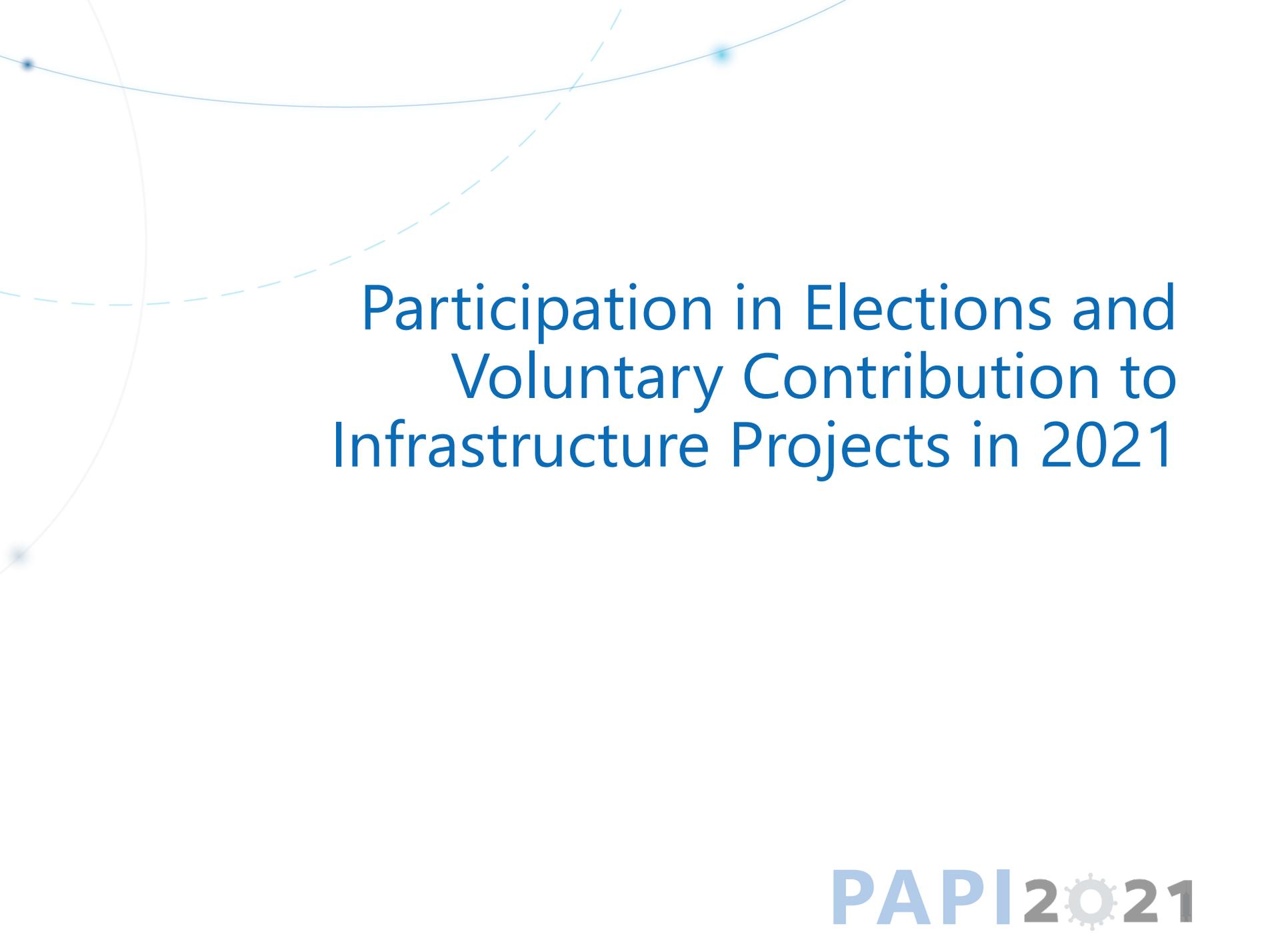
- Lockdowns and declining growth may have increased pessimism.
- COVID-19 pandemic exerted larger negative impacts on citizens' employment and income in 2021 than in 2020.
- Citizens in key economic hubs in and surrounding Ha Noi, Da Nang and Ho Chi Minh City suffered more.





# Key Takeaways

- COVID-19 pandemic shifted concern in 2021
- Increased strain on the health sector has heightened focus on health and health insurance
  - **Attention should be paid to public district hospitals' service delivery**
- Increased focus on concerns about national and household economic conditions
  - **Poverty assistance and stimulus packages vital**
- Decreased focus on environmental concerns during the COVID-19 time given strong preference for environmental protection
  - **Citizen desire for greener development should be addressed**



# Participation in Elections and Voluntary Contribution to Infrastructure Projects in 2021



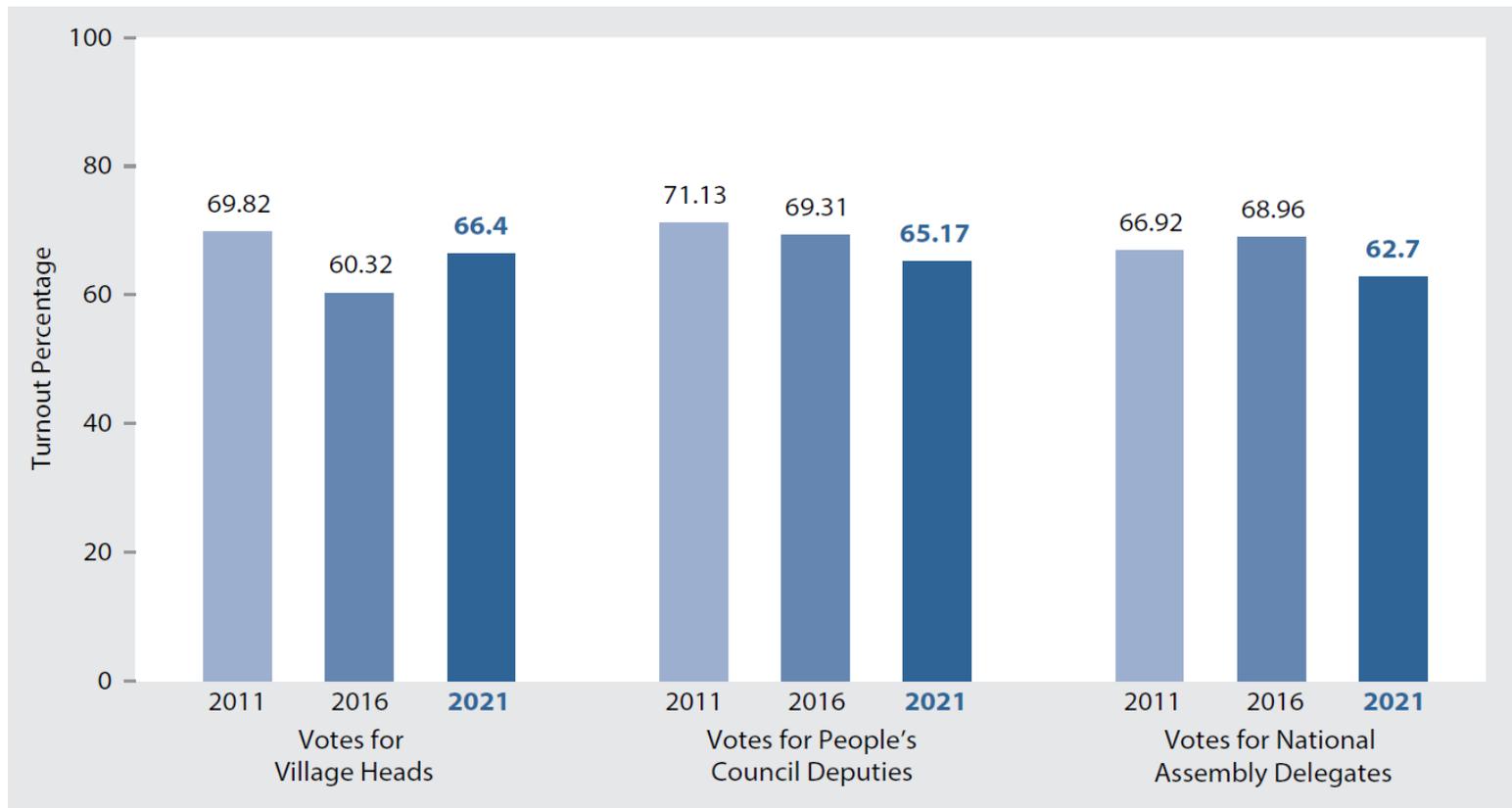
## 2021 Context

- Elections
  - Elections held May 2021 as 4<sup>th</sup> wave of COVID-19 surge
  - Did participation increase or decrease?
- Gender and Participation
  - Increased efforts to boost women's representation
  - What was the percentage of women's votes?
  - Do voters bias against women candidates?
- Grassroots Democracy Implementation
  - Grassroots Democracy Implementation Ordinance to shift to law
  - How has grassroots participation changed?
  - Has the level of competition for village head positions changed?



# Voting in person declined in 2021 Elections

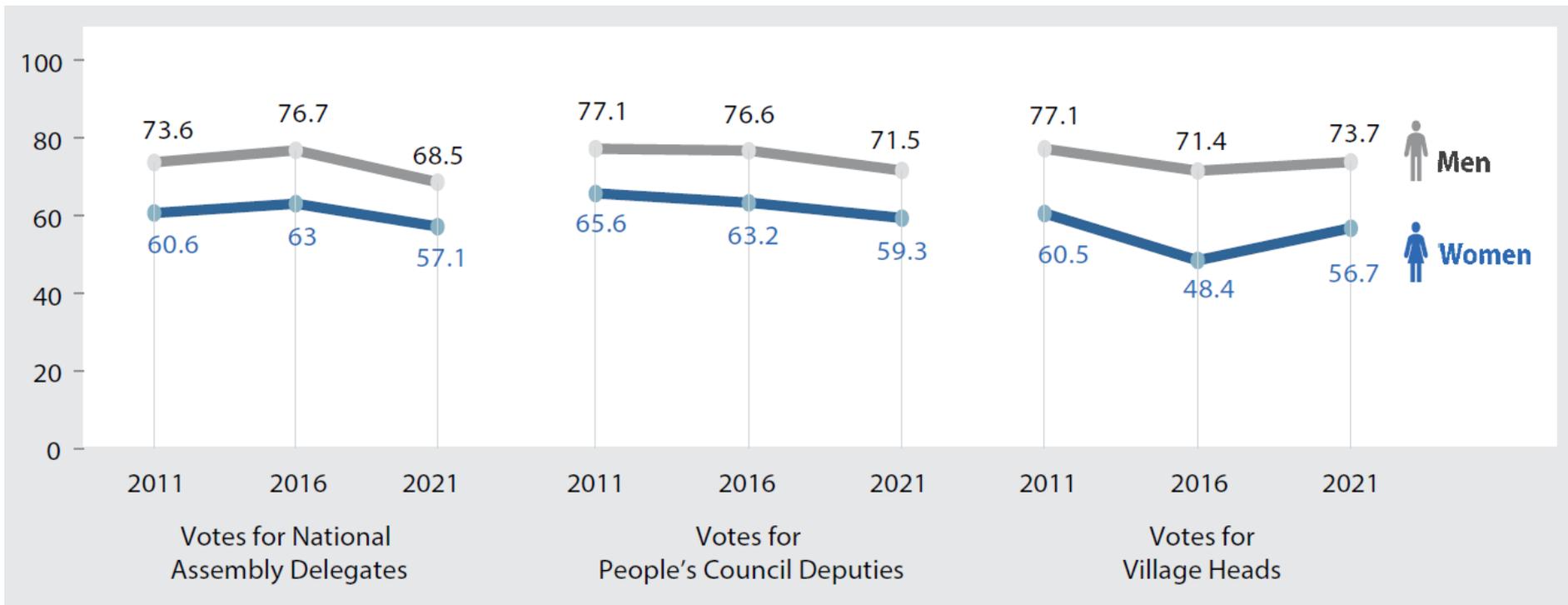
- In-person voting in elections of representatives to the National Assembly and People's Councils at provincial, district and commune levels lower in 2021.
- Proxy voting practice, possibly due to the fear of COVID-19.





# Votes in person in 2011, 2016 and 2021 elections by gender

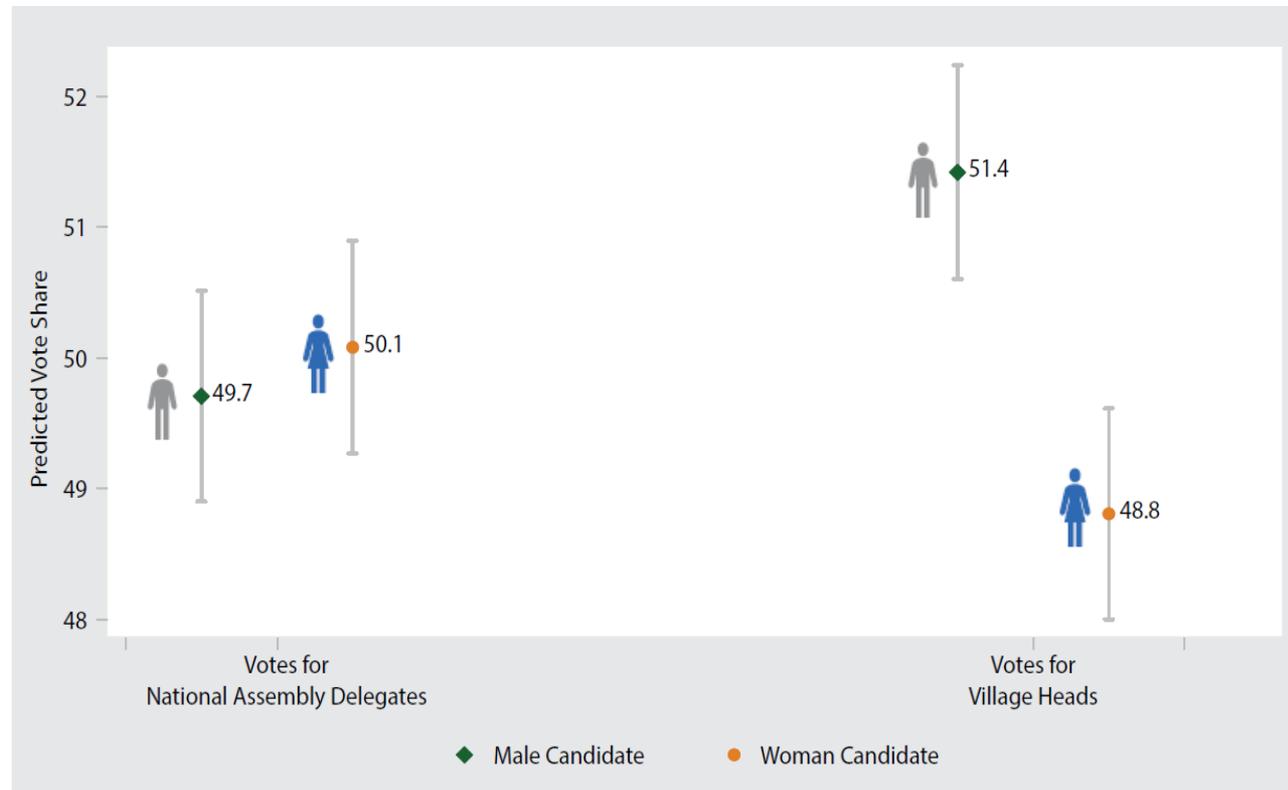
- Women voted in person at substantially lower levels compared to men for all three elected positions.
- These disparities are consistent across the three election years.





# Differences in the impact of gender on candidate choice by position in 2021

- Gender of a candidate made little difference for National Assembly deputy candidates.
- Gender mattered for village head elections: Male candidates had a 2-3 percentage point greater chance of being elected village heads than women.





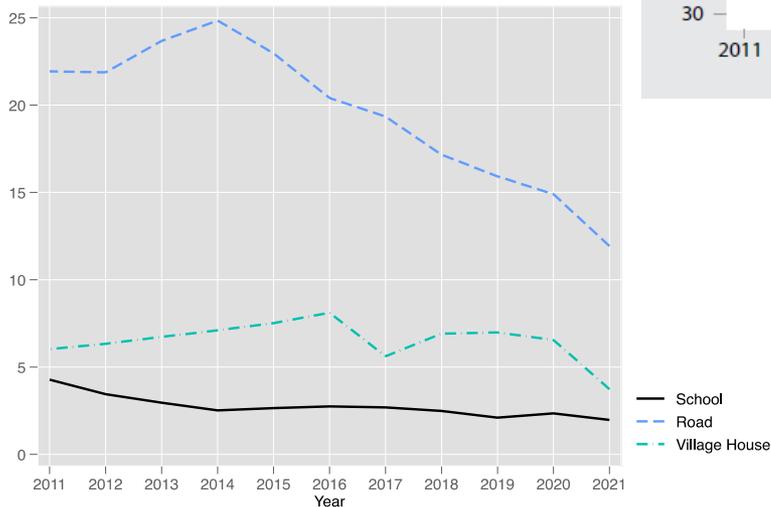
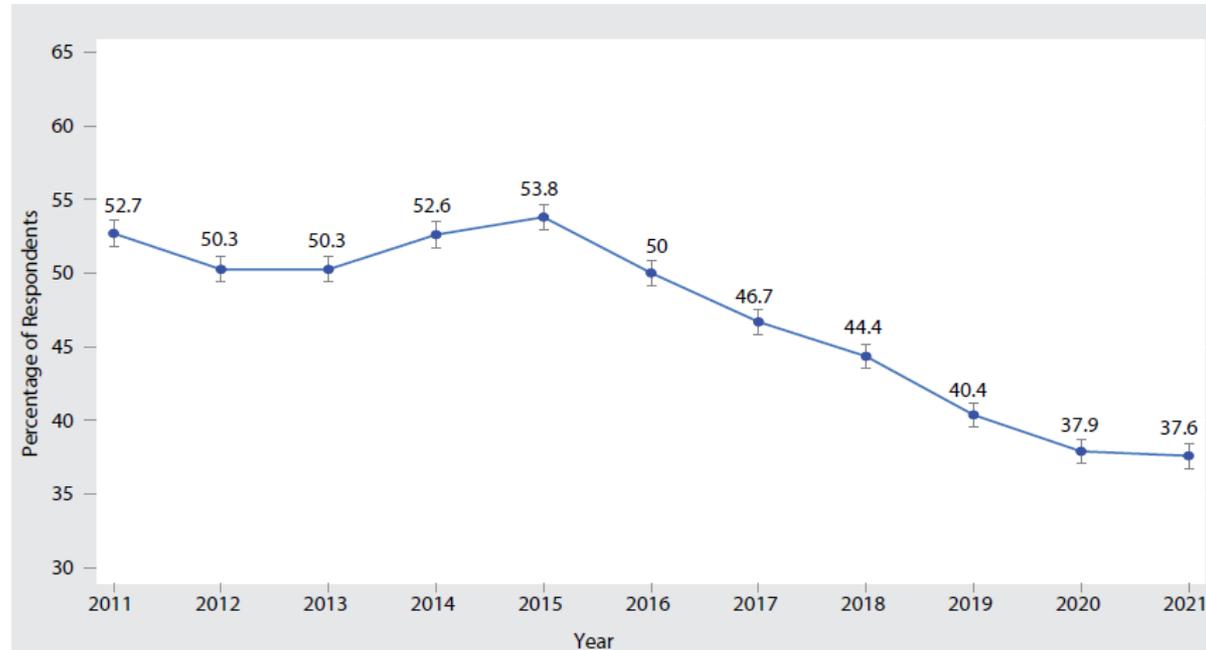
# Grassroots Democracy Implementation through Participation in Elections and Local Projects

- Grassroots Democracy Implementation Decree
  - “People Know, People Discuss, People Do, People Verify and People Benefit”
    - Mobilized voluntary contribution to local infrastructure projects
    - Increased competition for village head positions
    - Increased monitoring of local projects
- Implementation
  - Is contribution to local infrastructure projects as voluntary and prevalent?
  - Has competition changed for village heads?
  - Any impact on voter turnouts from on-going institutional change regarding village head positions?



# Decline in voluntary contributions to local infrastructure projects (schools, roads, cultural houses) in 2021

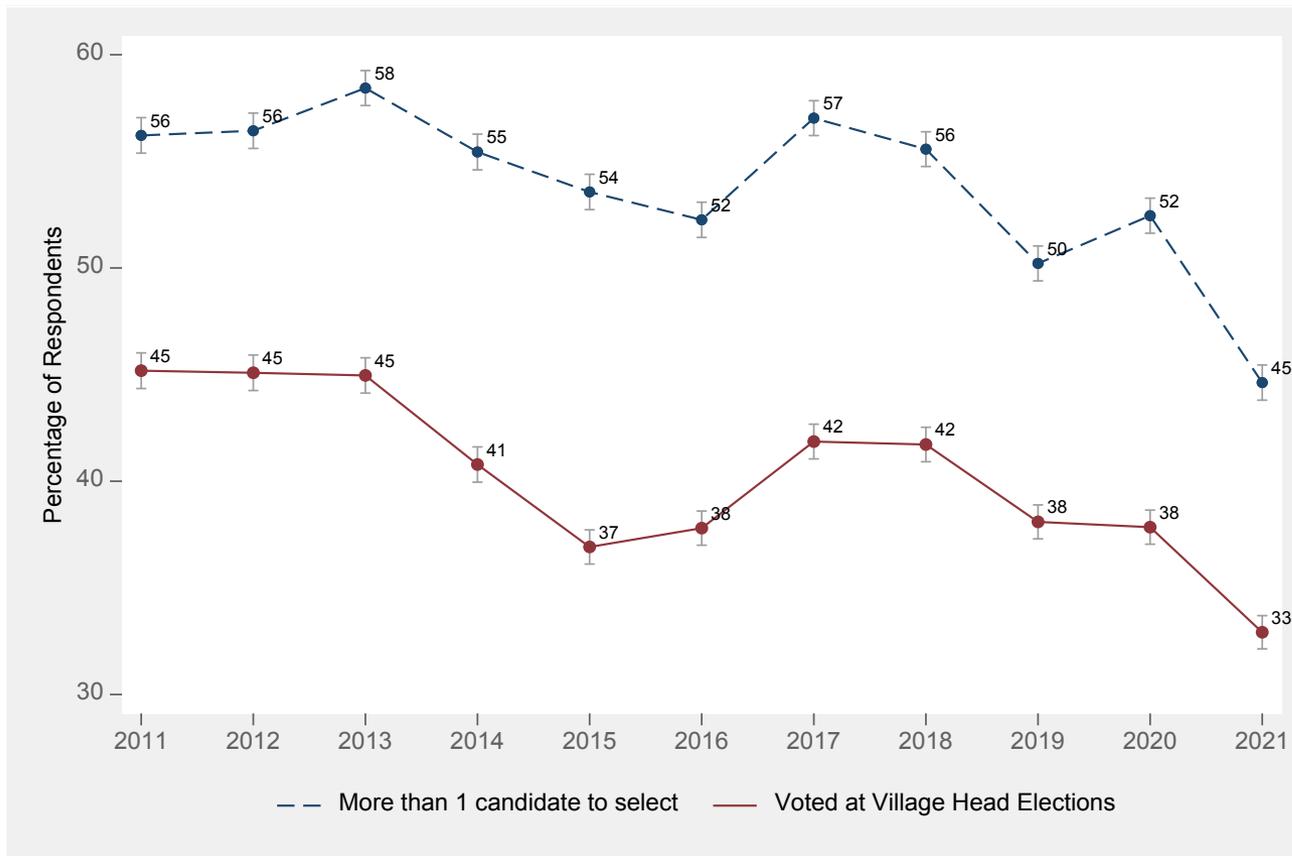
- Voluntary contributions declined each year since 2016
- Large drop in voluntary contributions to road projects in communes





# Declines in number of votes and competition for village head position in 2021

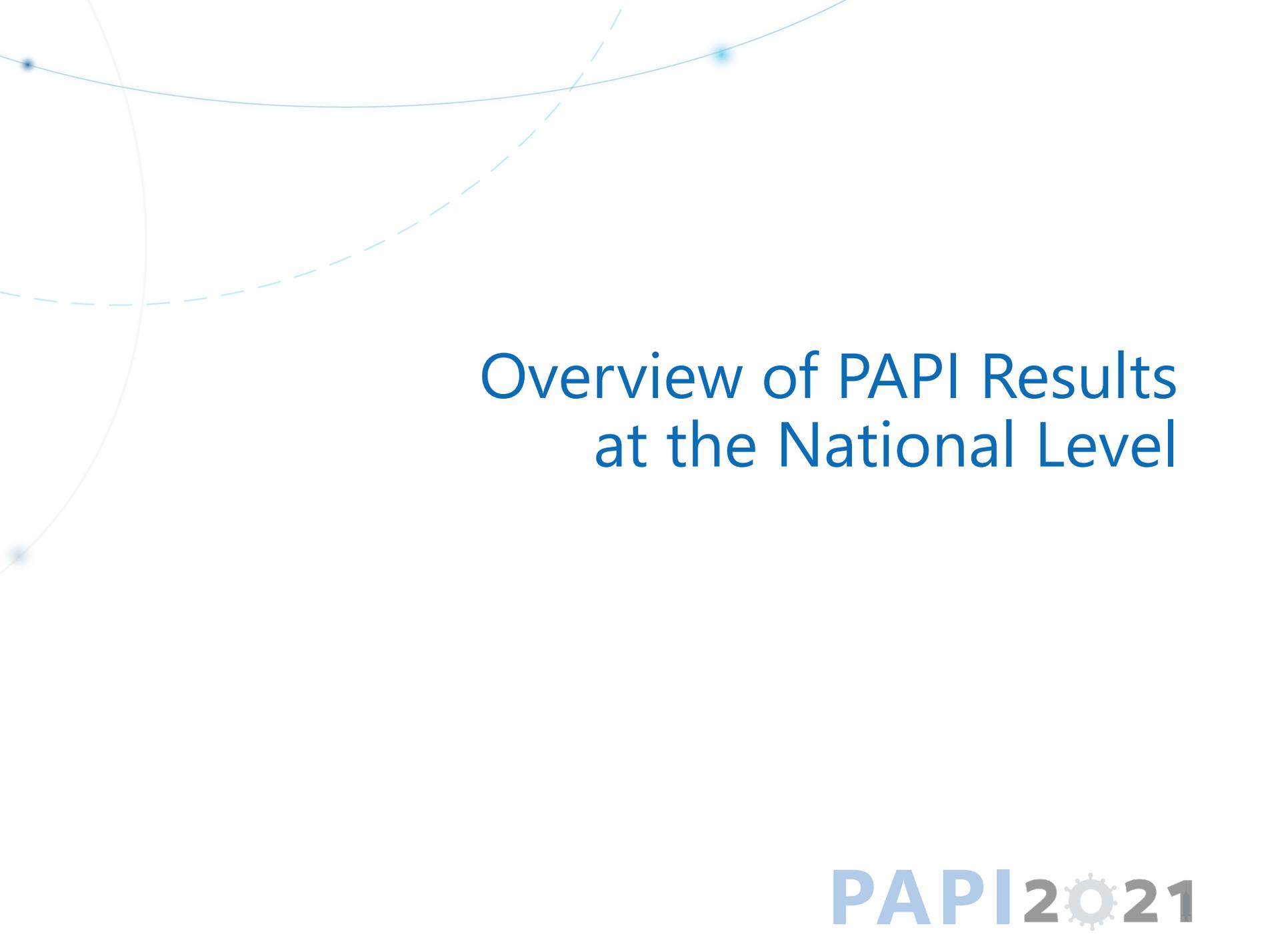
- Is it because village leadership positions are being restructured?





# Key Takeaways

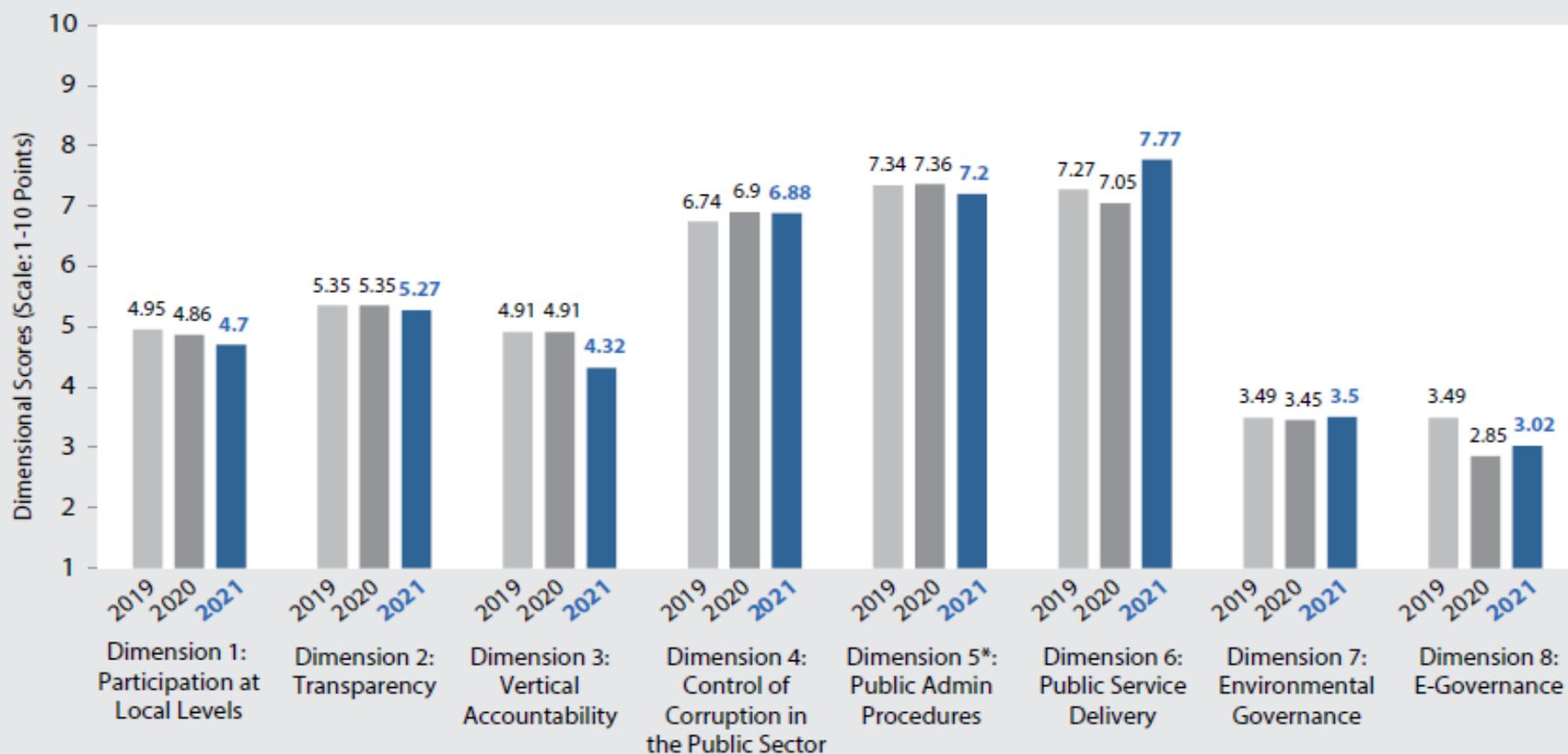
- Grassroots democracy implementation becoming more important as the Law under development to replace the Ordinance implies
- But electoral participation and voluntary contribution to local public work projects on decline at the grassroots level
- Basic infrastructure may have been improved or invested more by higher levels of government over the past two years.
- **Changing role of village heads may necessitate changes to oversight mechanisms at local levels.**
- **All these findings are important to consider as the National Assembly moves to discuss a new Grassroots Democracy Law.**



# Overview of PAPI Results at the National Level



# National overview and trends in PAPI dimensional results from 2019 to 2021



Note: \* Dimension 5 'Public Administrative Procedures' was restructured in 2021, so comparisons should be made with caution.



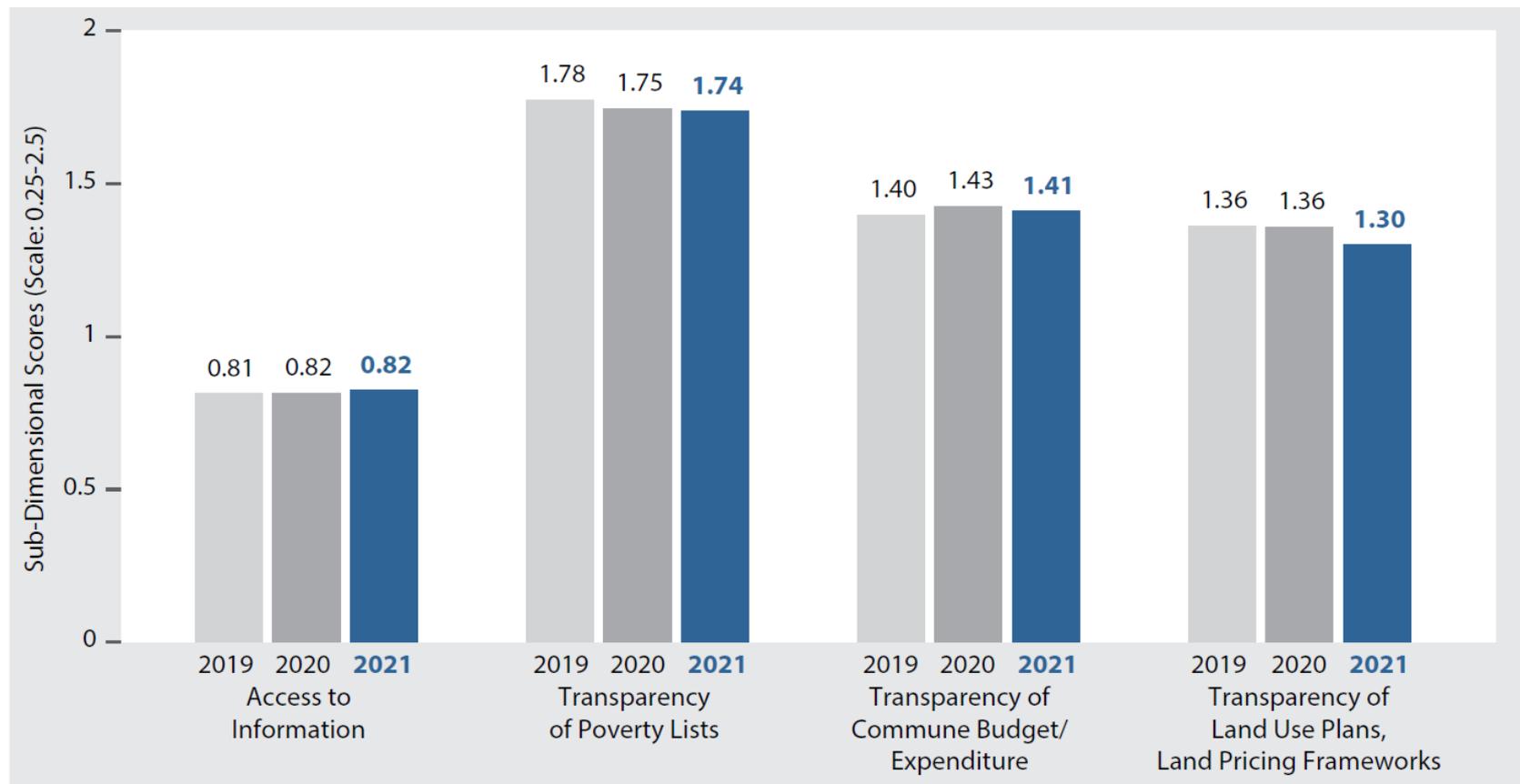
# Changes in PAPI dimensional results from 2019 to 2021

- Dimension 1: Participation at the Local Levels
  - Declines in voluntary contributions to local infrastructure projects
  - Declines in participation in village elections
  - Declines in competitiveness of village elections
- Other dimensions deserving focus
  - Dimension 2: Transparency in Local Decision-making
  - Dimension 4: Control of Corruption in the Public Sector
  - Dimension 6: Public Service Delivery



## Slight declines in transparency indicators in 2021, particularly with land information

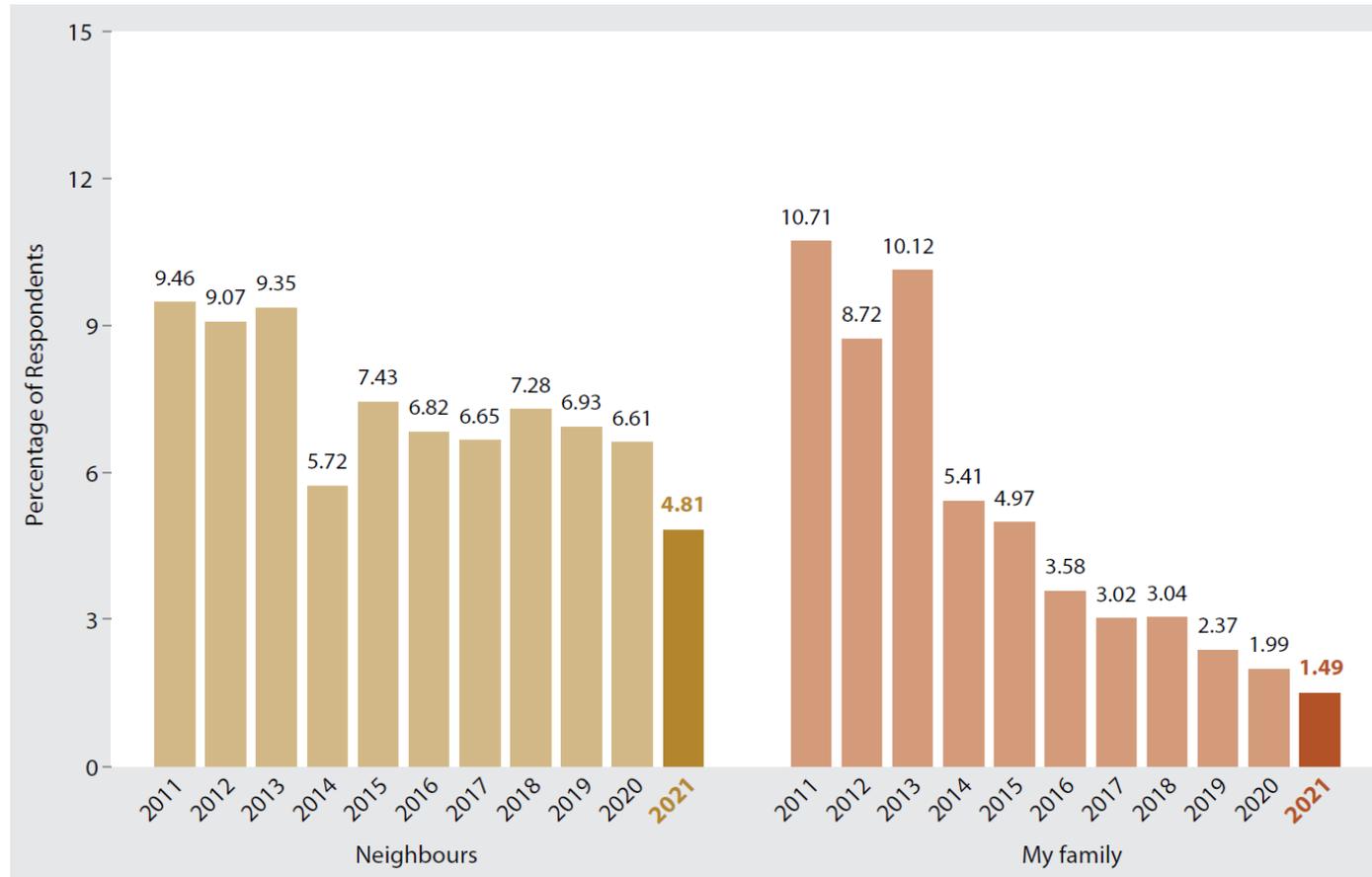
- Transparency key for building trust in government
- Drops on transparency in land use plans is a key but worrisome reason.





# Seizure of residential land went down in 2021

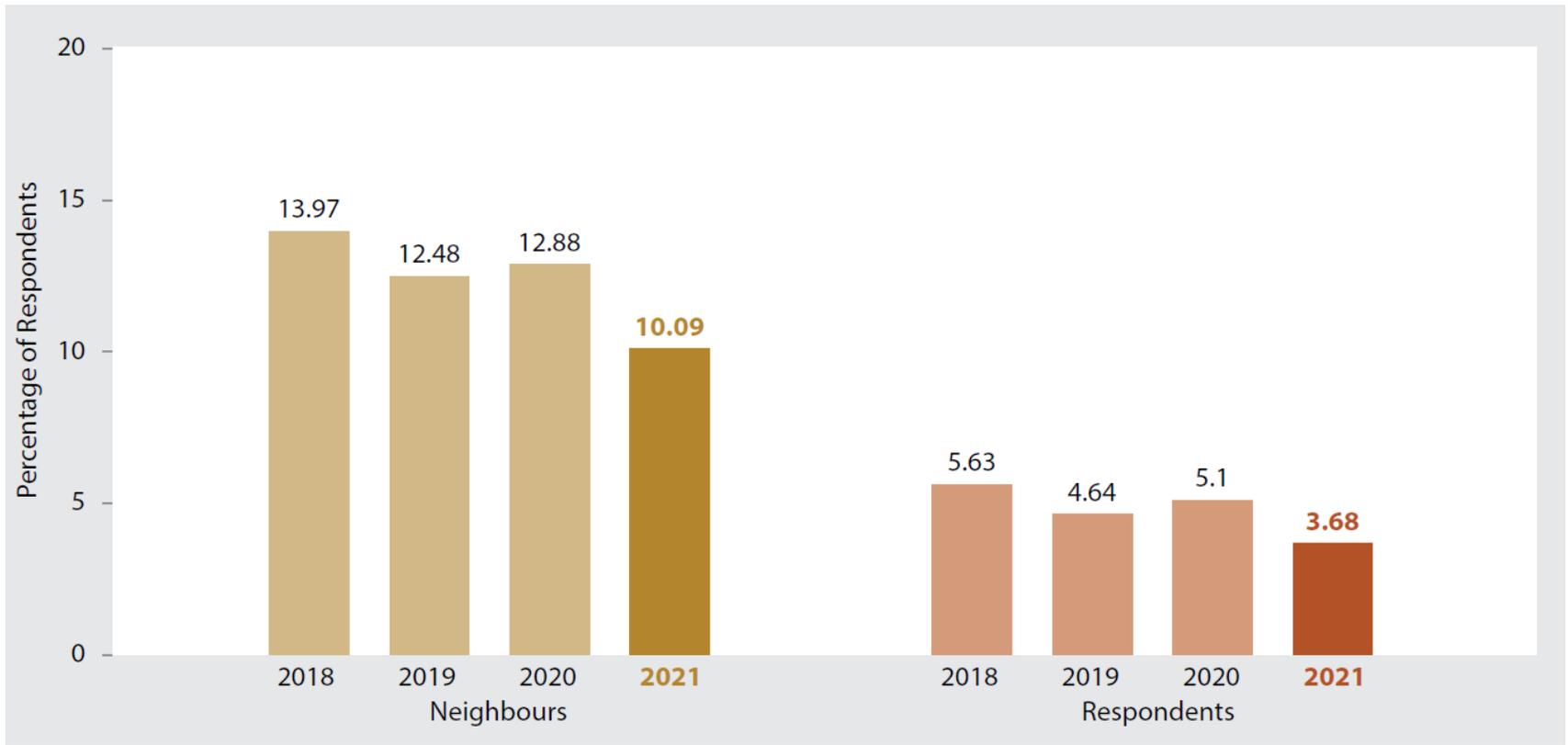
Only 1.5 percent of all respondents reporting having their residential land seized in 2021.





## Seizure of farm land also went down in 2021

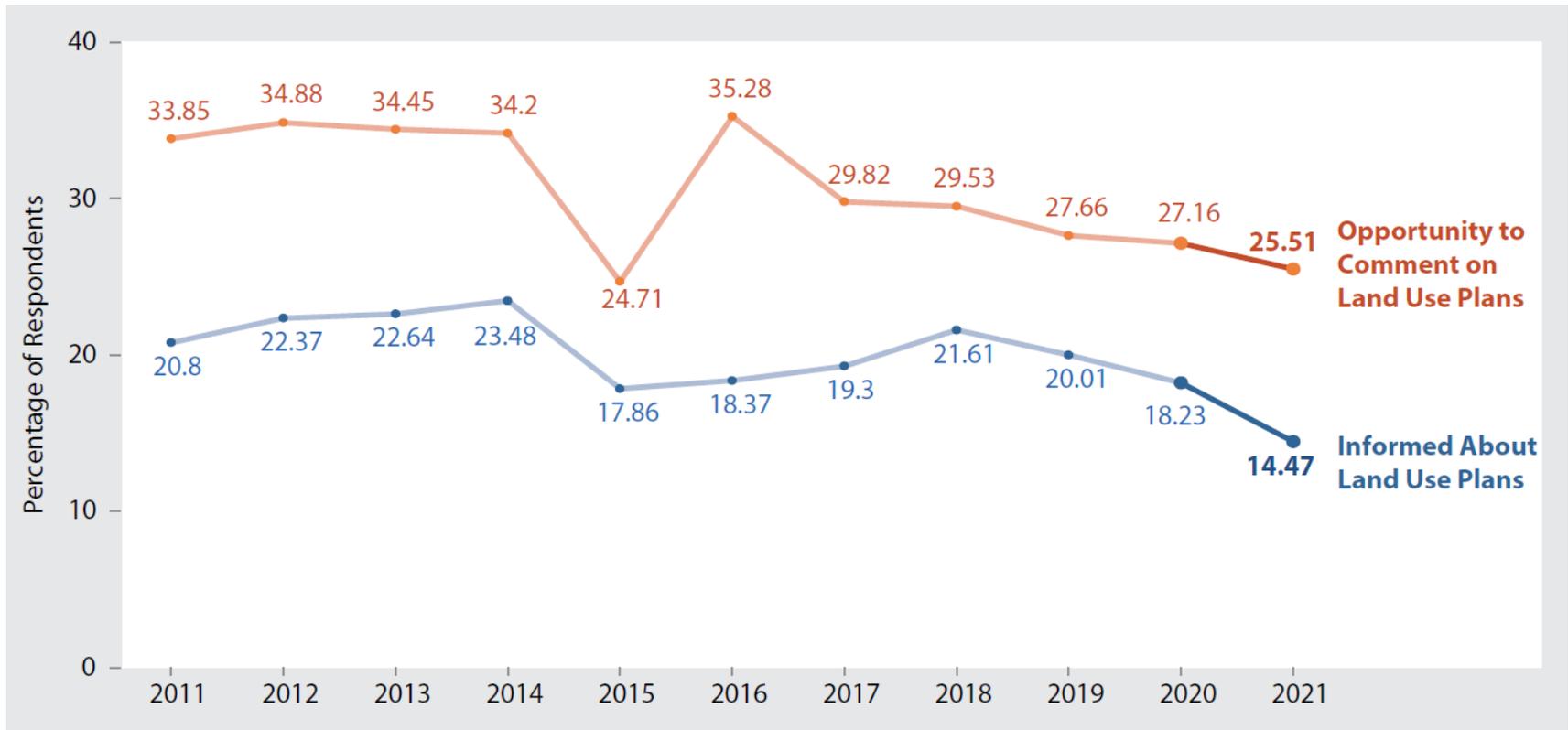
- Only 3.7% reported having their farm land seized in 2021





## Transparency in land information on the downward trend since 2018

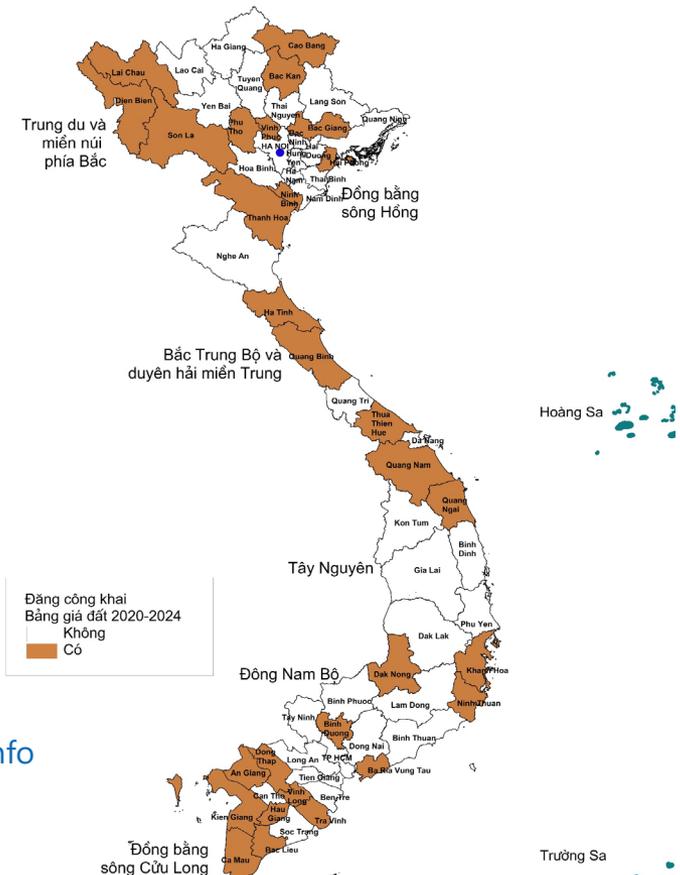
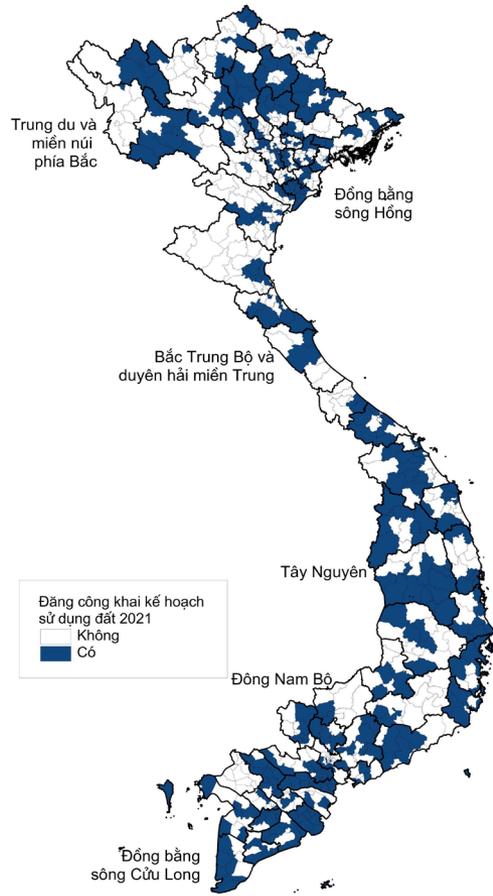
- The percentage of those who said they were informed about local land use plans declined from 29 percent in 2018 to 14 percent in 2021.
- Opportunity to provide comment on land use plans also went down.





# Publication of information about land use plans and land pricing frameworks, 2021

- Only 337 out of 704 districts posted local land plans on their local government portals in 2021.
- Only 29 out of 63 provinces posted local land pricing frameworks on their local government portals in 2021.

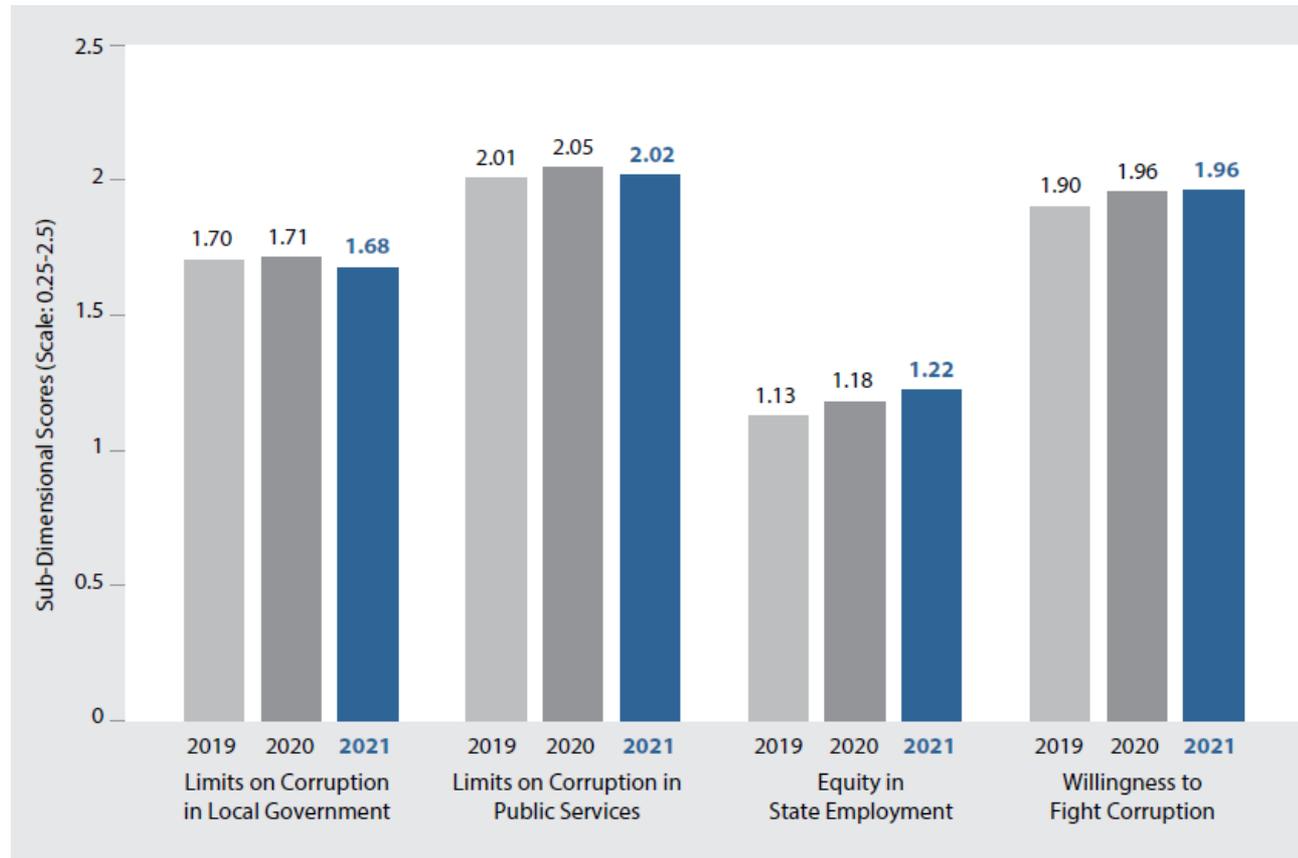


Source: [congkhaithongtindatdai.info](http://congkhaithongtindatdai.info)  
(UNDP, CEPEW, RTA)



## No improvement in performance in control of corruption in the public sector at the local level in 2021

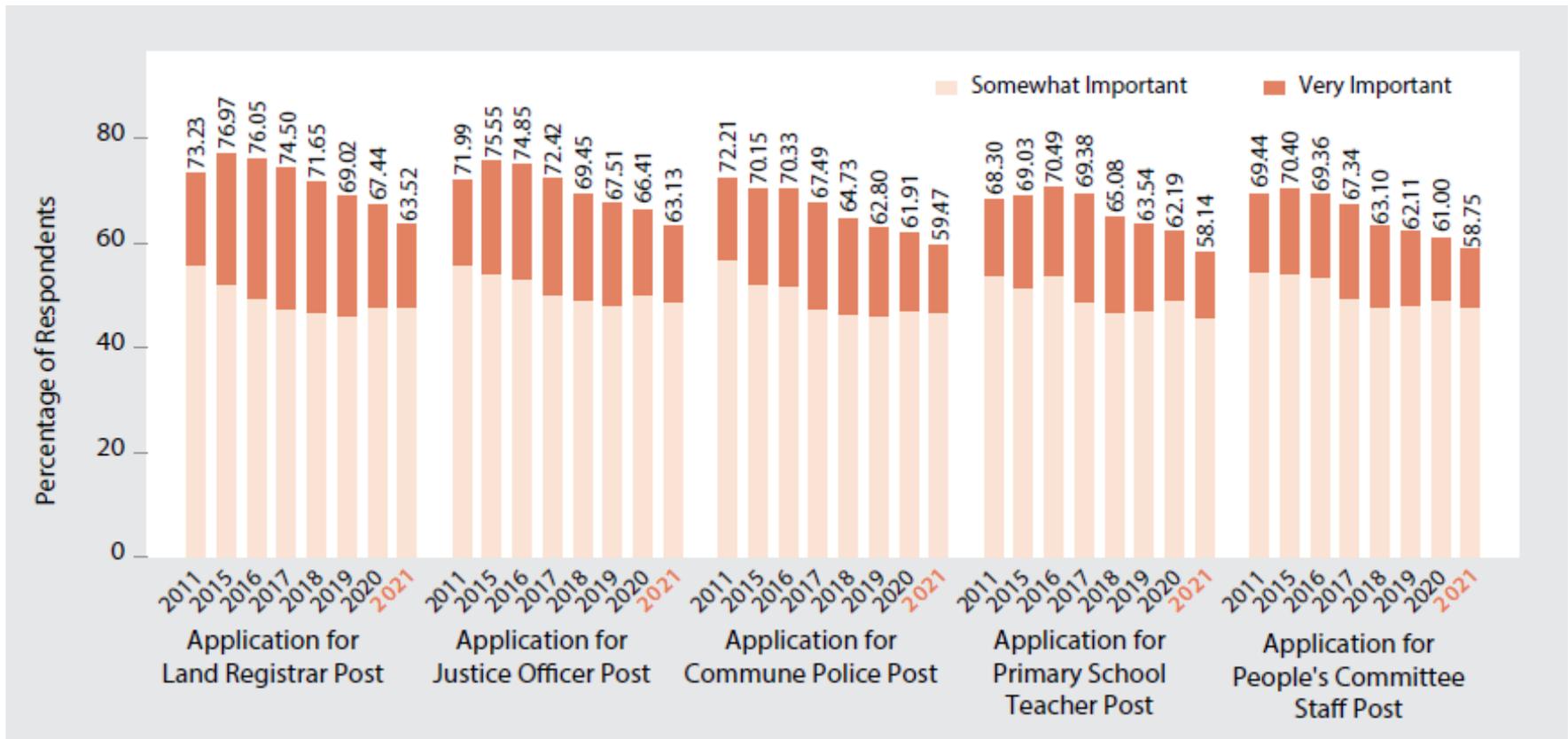
- No improvement for 1<sup>st</sup> time since 2016
- Some improvement equity in state employment, which remains to be the poorest performing aspect.





# Nepotism required for state employment remains prevalent at the commune government level in 2021

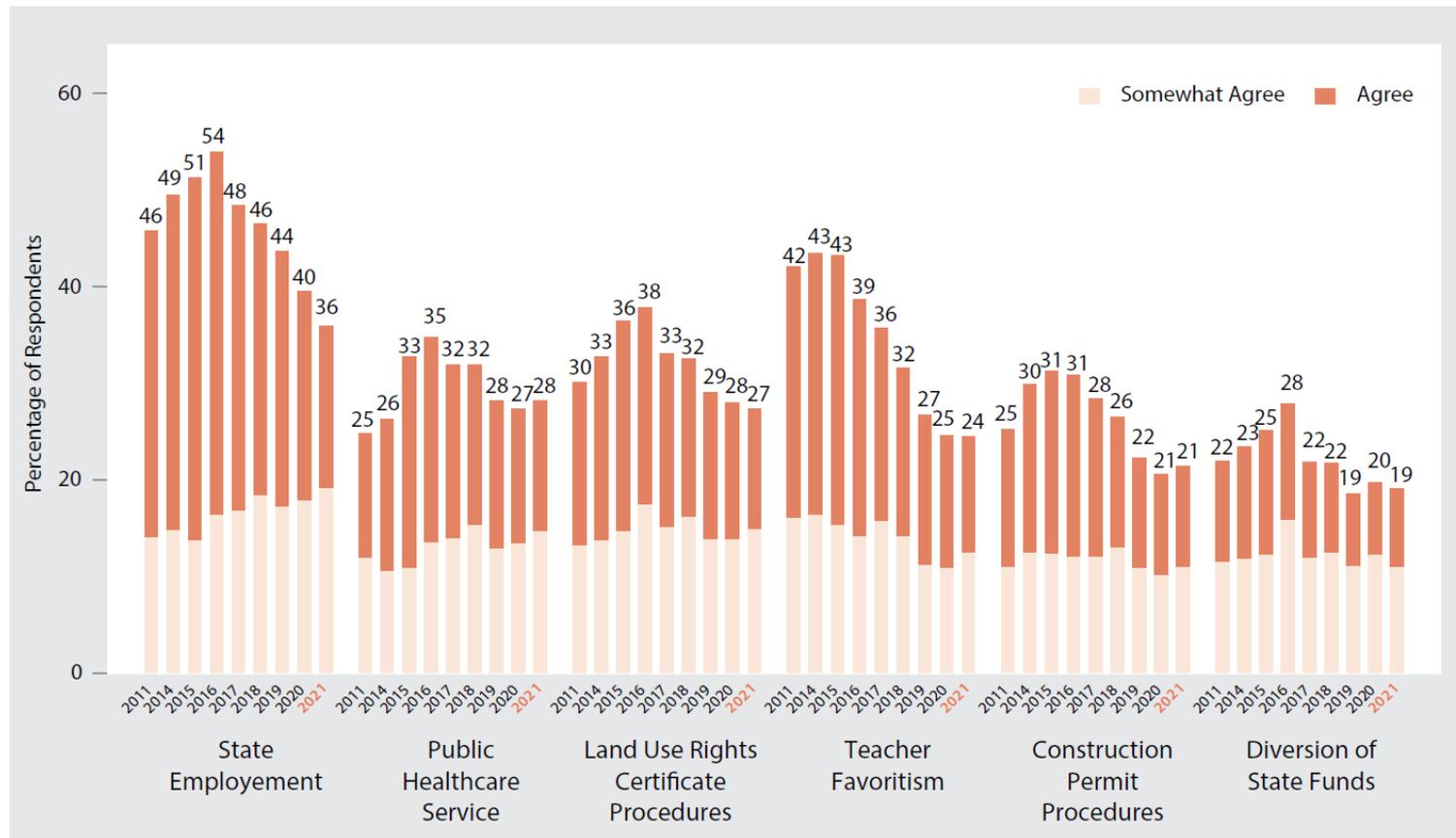
- Nepotism continued to drop but remained prevalent.
- Still, 58.7% to 63.5% agreeing that to get a job to be 1 of the 5 commune government posts, one needs to have connections with public officials holding important positions.





# Bribe-taking on the rise at public district hospitals in 2021

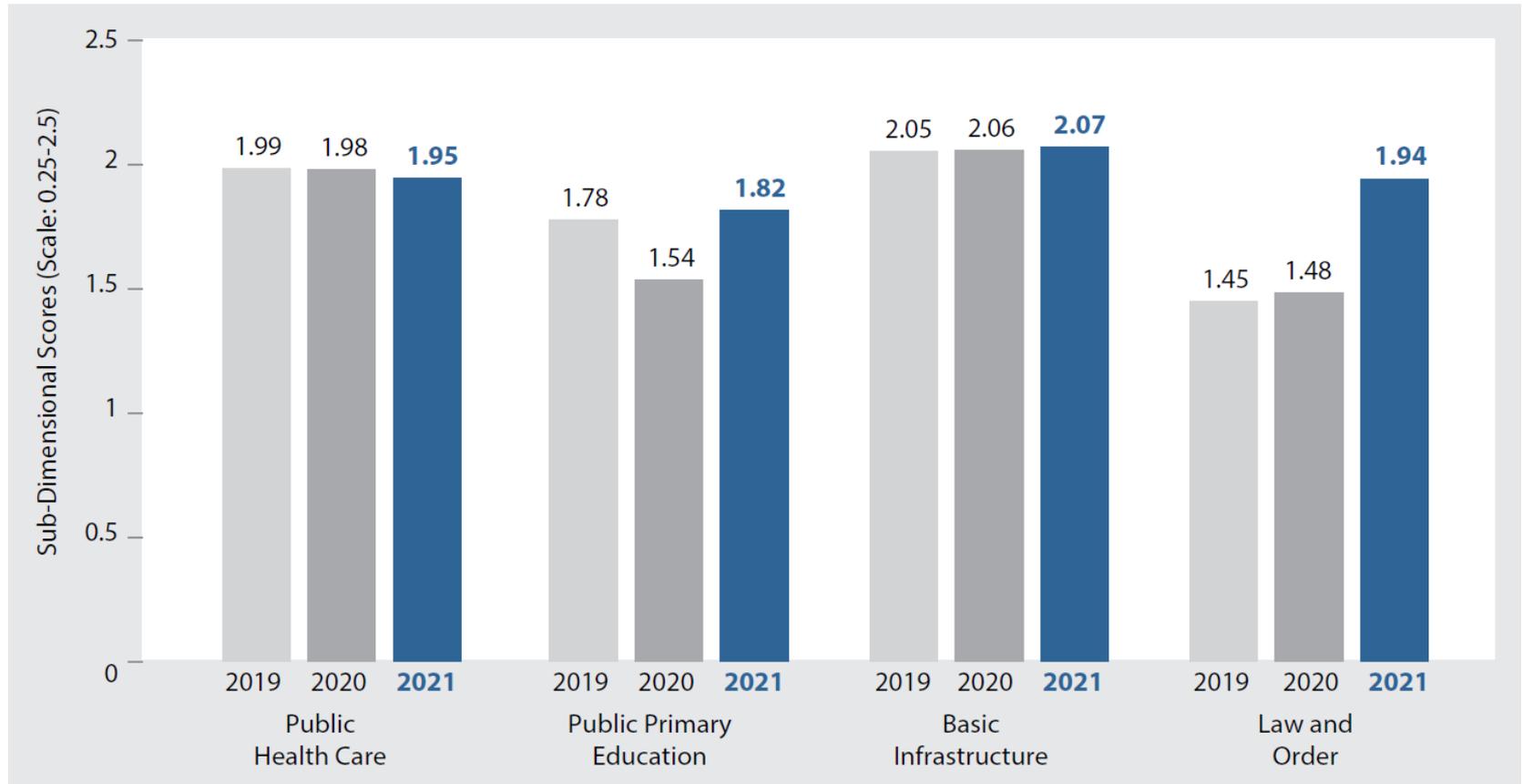
- Percentage of respondents agreeing patients have to pay bribes for better treatment at public district hospital rose from 27% in 2020 to 28% in 2021
- Bribe still required for state employment and public services though on decline





# Improvement in performance in delivery of basic public services in 2021

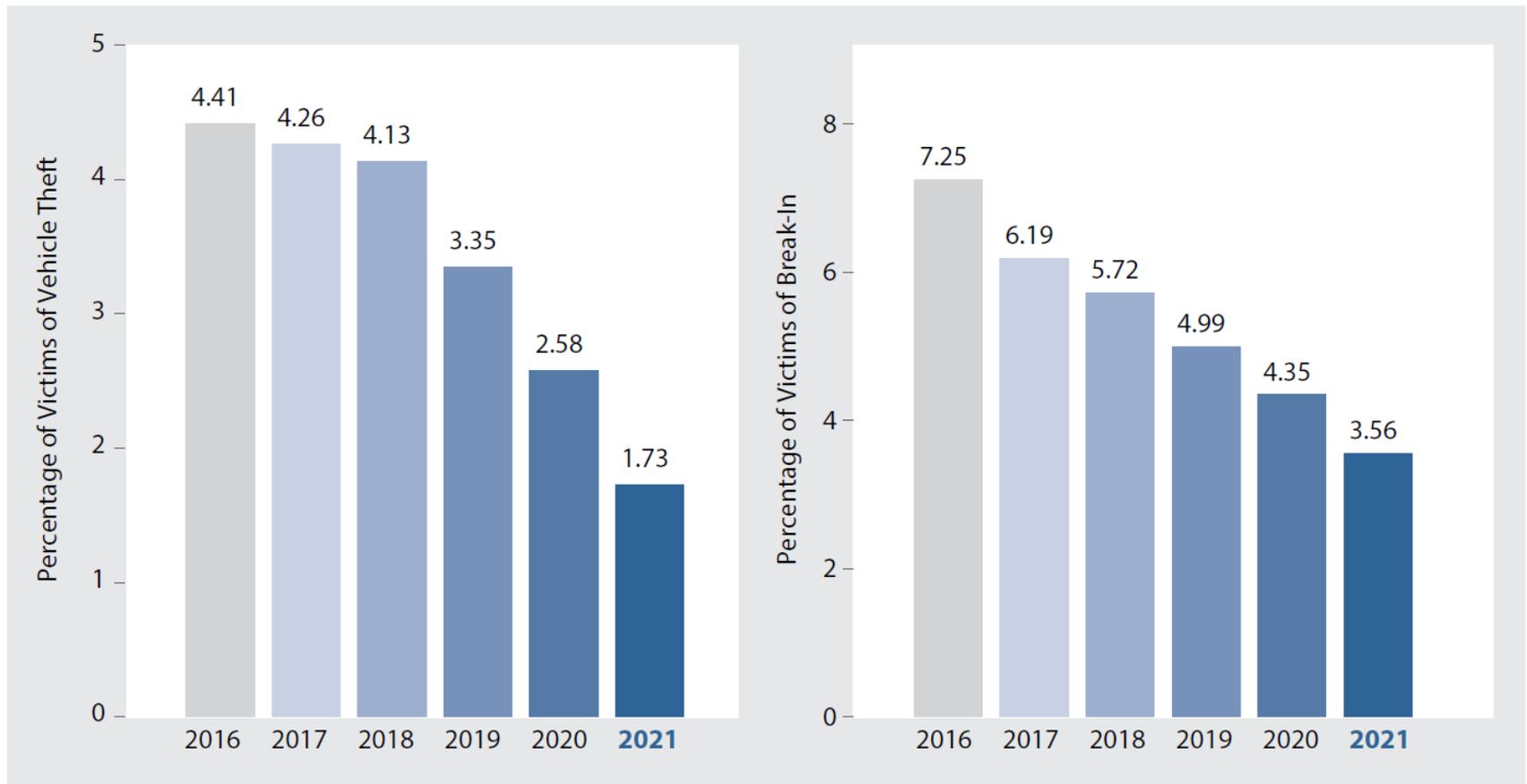
- Key reason for higher score in Dimension 6 on Public Service Delivery: Local law and order situation improved significantly





# Experiences with all four types of law and order crimes dropped during 2021

- Break-ins and vehicle thefts dropped precipitously





## Key Takeaways

- **Substantial impact of COVID-19 on many indicators in 2021, with some bright spots:**
  - improvements in citizen access to roads, water supply and sanitation, possibly resulting from public investment from local governments;
  - less crime as lockdowns and travel restrictions may have helped improve law and order;
- **More critical attitudes towards local public healthcare services**
  - Improvement in quality of services provided by public district hospitals;
  - Addressing bribes at public district hospitals a must
- **Declines in transparency of land use plans and land price frames**
  - Amendments to the 2014 Land Law in the pipeline should strengthen citizen access to important land information
- **Declines in the scores of Transparency in Local Decision-making and Control of Corruption in the Public Sector dimensions** possibly correlating with decreasing citizen trust in government responses to the COVID-19 pandemic.
  - Improving transparency and further tackling corruption could be an important investment to help strengthen citizen trust in the government.



# Thank you!

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