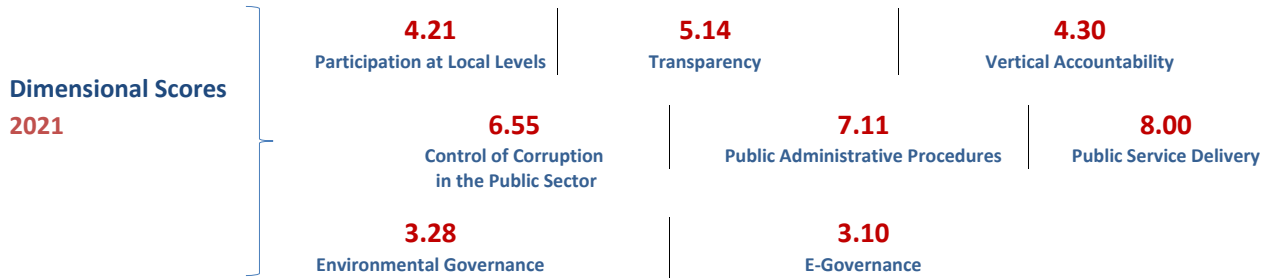


PAPI 2021

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

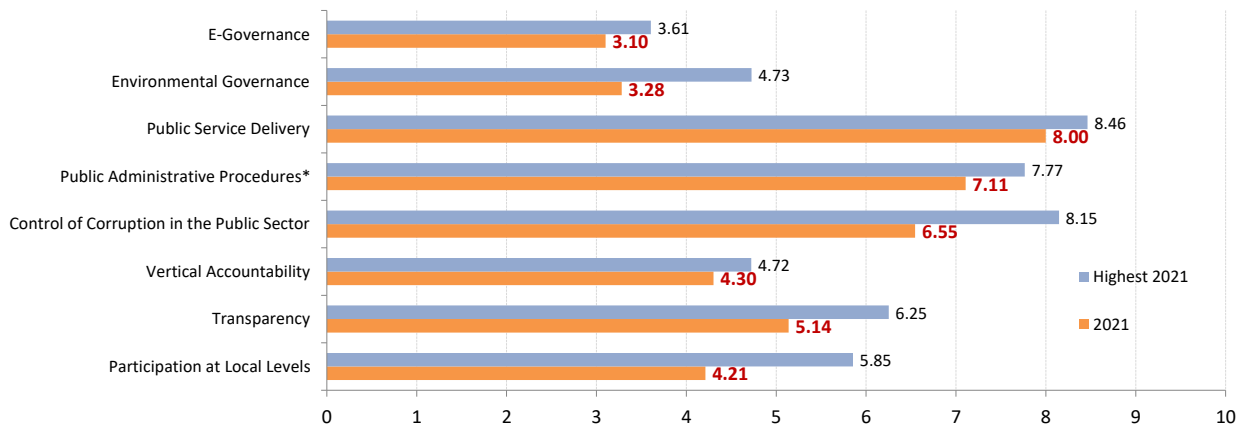
Province: **Khanh Hoa**



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 performing provinces and with itself over time. This will be useful for provinces hoping to identify good practices and to excel in performance.

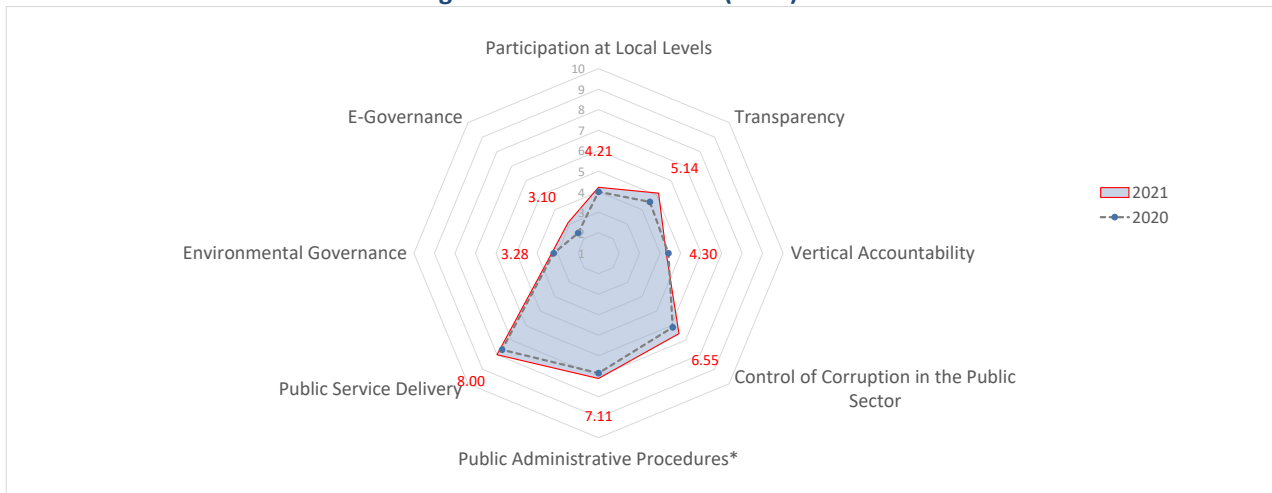
2021 Overall Governance and Public Administration Performance



* Dimensions with key changes to sub-dimensions and indicators.

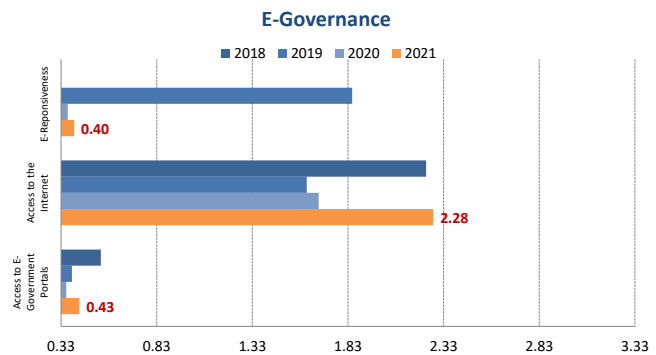
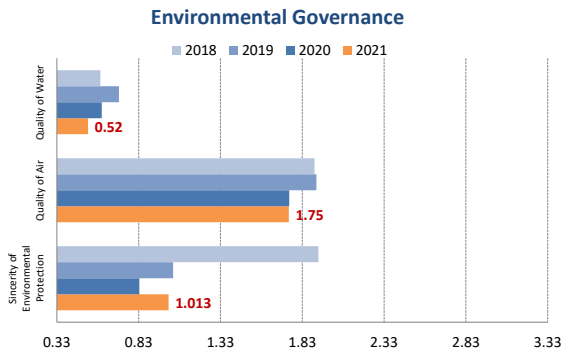
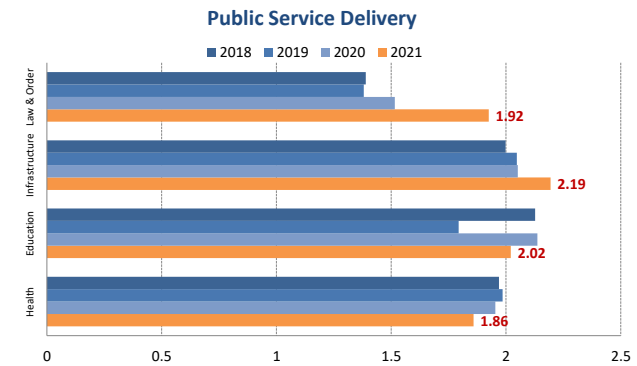
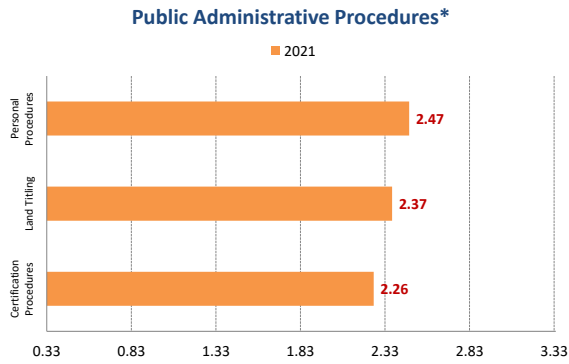
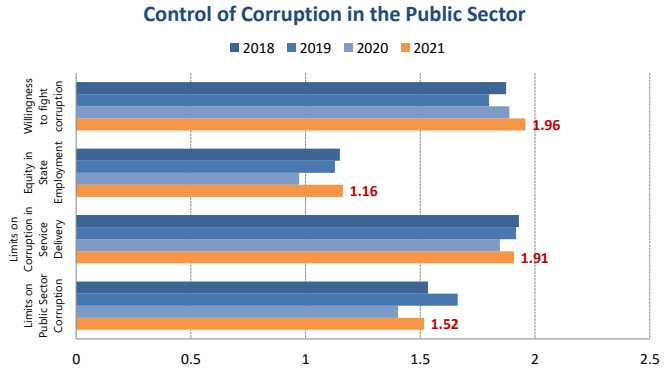
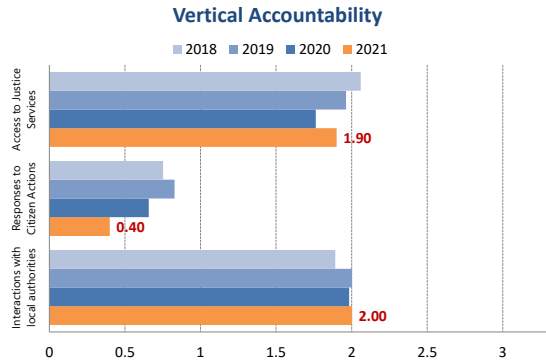
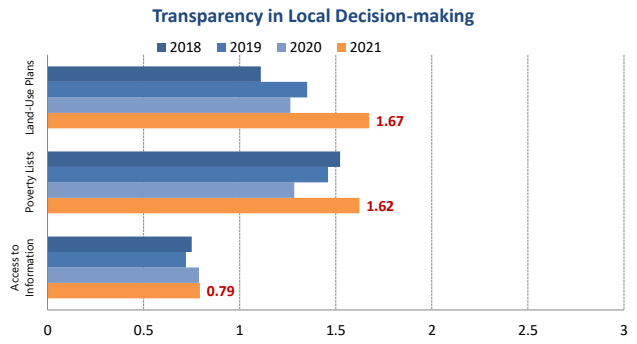
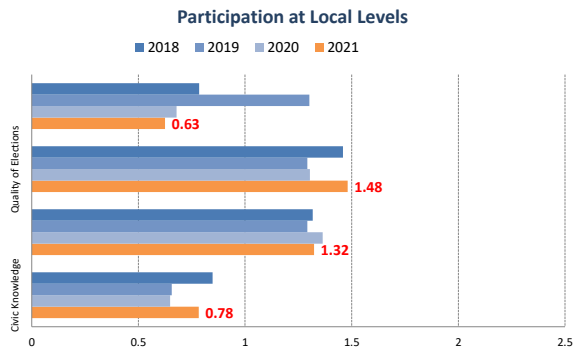
Since 2009 PAPI has collected responses from nearly 162,066 citizens across all 63 provinces making it the largest governance and public administration performance survey in the country. In 2021, PAPI was replicated with a total sample of 15,833 citizens directly interviewed.

Dimensional Scores Against Maximum Scores (2021): Khanh Hoa



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

Sub-dimensional Scores (2018-2021): Khanh Hoa



Note: Change made to Dimension 5 'Public Administrative Procedures' in 2021. For provincial scores from 2011-2017, visit www.papi.org.vn.



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www.papi.org.vn