



Official Launch



THE VIET NAM PROVINCIAL GOVERNANCE AND PUBLIC ADMINISTRATION PERFORMANCE INDEX 2022

Measuring citizens' experiences, 2022

Hà Nội, 12/04/2023

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Agenda

Session 1: Introduction and Opening Remarks

- **Opening Remarks**
 - **Ms. Ramla Khalidi**, UNDP Viet Nam Resident Representative
 - **Mr. Andrew Goledzinowski**, Australian Ambassador to Viet Nam
 - **Mr. Conor Finn**, Deputy Head of Mission, Embassy of Ireland in Viet Nam
 - **Dr. Nguyễn Hữu Dũng**, Vice President, Central Committee of the Viet Nam Fatherland Front

Session 2: Findings about Governance and Public Administration Performance at the National and Provincial Levels and Issues of Greatest Concern in 2022

- **Governance and Public Administration Performance and Issues of Greatest Concern in 2022**
 - **Dr. Paul Schuler**, PAPI Research Team Member
- **Migration in Governance and E-Services for Citizens in 2022**
 - **Dr. Edmund J. Malesky**, PAPI Research Team Member
- **Provincial Performance: 2022 Findings and 2020-2022 Trends**
 - **Dr. Đặng Hoàng Giang**, PAPI Research Team Member
- **Findings from 2022 Pilot Study on People with Disabilities' Experience with Local Governance and Public Administration**
 - **Ms. Đào Thu Hương**, Disability Officer, Governance and Participation Team, UNDP in Viet Nam

Session 3: Questions and Answers

- **Discussions on 2022 PAPI Findings**
 - Moderator: **Dr. Đặng Hoàng Giang**
 - Panellists: **Ms. Đỗ Thanh Huyền, Dr. Trần Công Chính, Dr. Edmund J. Malesky and Dr. Paul Schuler**
- **Closing Remarks**
 - **Dr. Đặng Hoàng Giang**, Deputy Director, the Centre for Community Support and Development Studies (CECODES)

Session 1: Opening Remarks and Keynotes



Ms. Ramla Khalidi

UNDP
Resident Representative



**Mr. Andrew
Goledzinowski**

Australian Ambassador
to Vietnam



Mr. Conor Finn

Deputy Head of Mission,
Embassy of Ireland
in Viet Nam



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Vice President,
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14 years listening to Vietnamese citizens' voices
14 năm lắng nghe tiếng nói của người dân Việt Nam

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Session 2: Findings about Governance and Public Administration Performance at the National and Provincial Levels, 2022



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Disability Inclusion Officer,
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UNDP Viet Nam

Issues of Greatest Concern and National Overview of Governance and Public Administration Performance in 2022

Presented by **Dr. Paul J. Schuler**, PAPI Research Team Member





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- Issues of Greatest Concern in 2022 and Suggested Priorities in 2023
 - Citizens' Perspective of Household and National Economic Conditions
 - Citizens' Greatest Concern in 2022 and Suggested Priorities for 2023
 - Summary and Implications
- Overview of National Governance and Public Administration Performance in 2022
 - Participation at Local Levels
 - Transparency in Local Decision-making
 - Control of Corruption in the Public Sector
 - Summary and Implications

2022 Context



- Viet Nam's Governance Situation
 - 2nd year of the 2021-2026 government term
 - Anti-corruption campaign in health and public investment sectors
 - Discussions and issuance of the 2022 Law on Grassroots Democracy Implementation
 - On-going discussions of the amendment to the 2013 Land Law
- Viet Nam's Economic Situation
 - COVID-19 restrictions eased May 2022
 - Overall national growth reaching 8.02% by the year-end against the 2021's low growth rate of 2.56%
 - Inflation at 3.15%; higher prices of oil and food
- Global situation
 - Uncertainties due to the Russia-Ukraine war
 - Disrupted global supply chain due to China's prolonged lockdown

16,117



respondents to PAPI 2022 surveys

in 178,243 respondents
from 2009 to 2022

CITIZENS FROM ALL DEMOGRAPHIC BACKGROUNDS:



52.6% Women



7.36%
Migrants

Samples representative of all ethnicities in Viet Nam

Others 15.5%

Kinh 84.5%



63 Provinces
208 Districts
416 Communes
832 Villages

8

Dimensions:



>500 substantive questions
about Viet Nam's policy matters
used in compilation of >120 indicators

45-60 minutes

- Face-to-face interviews
- Computer-assisted personal interviews conducted on tablets

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.

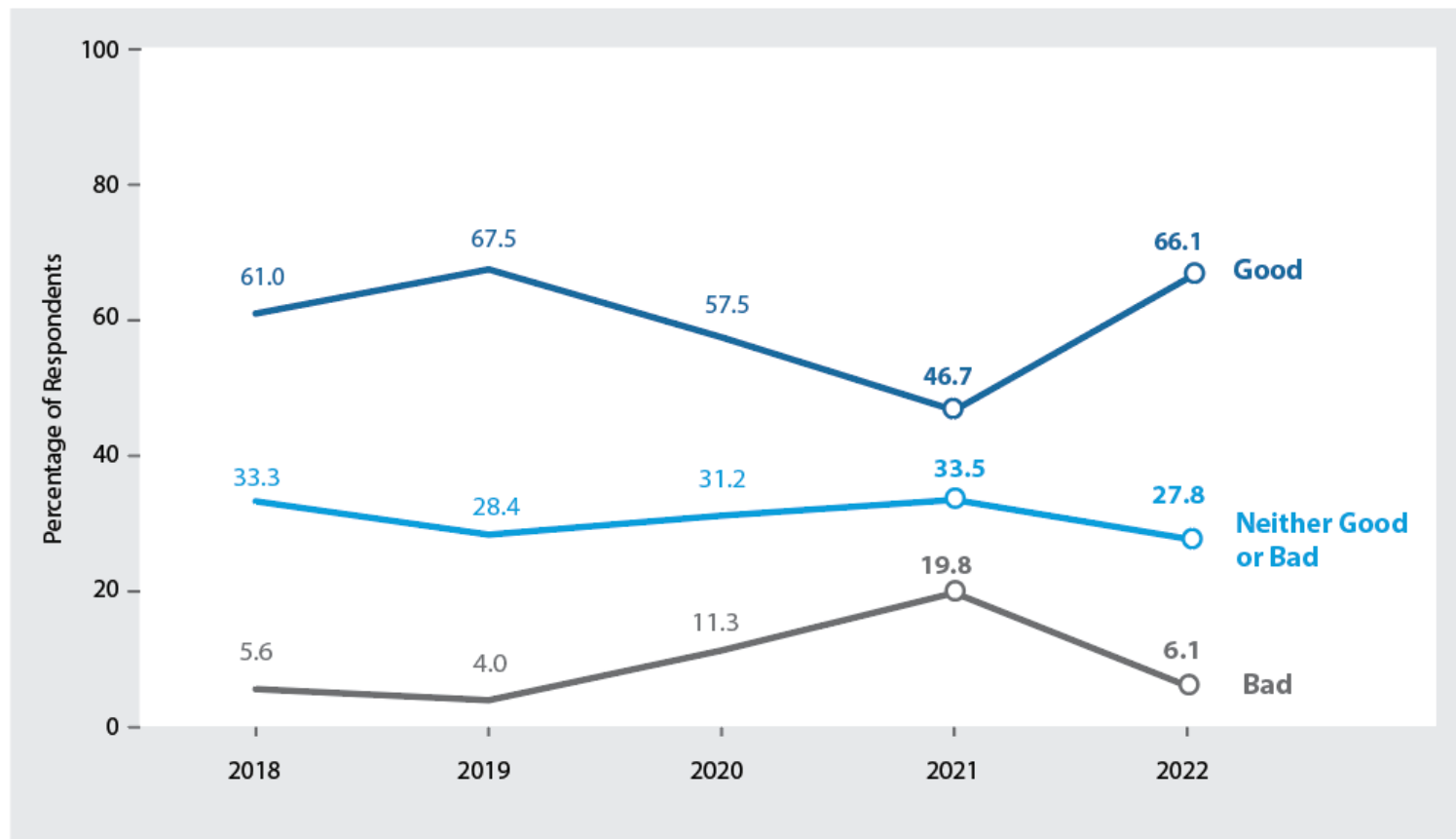


Issues of Greatest Concern in 2022

- Citizens' Perspective of National and Household Economic Conditions
- Citizens' Greatest Concern in 2022 and Suggested Priorities for 2023

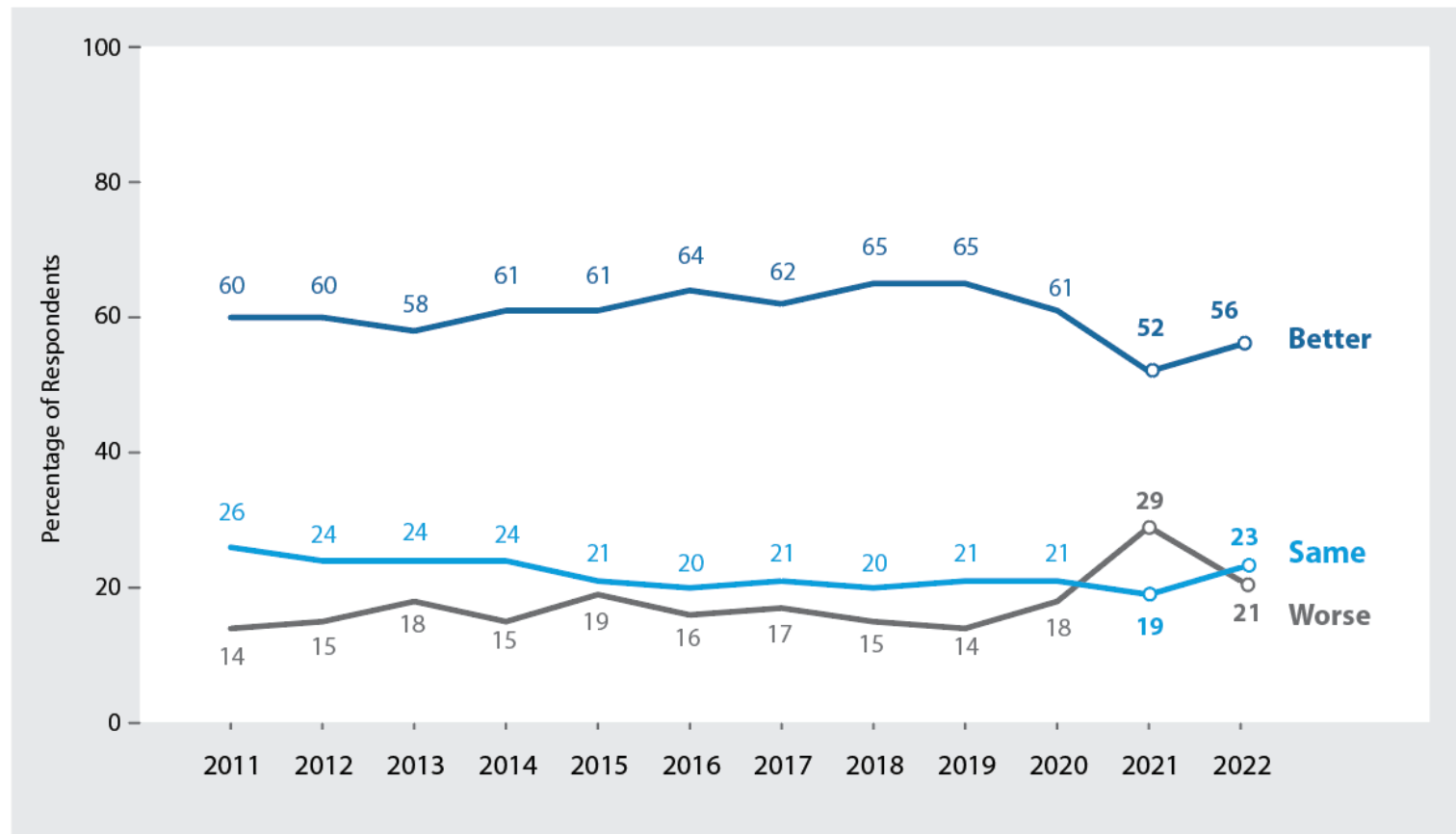
Citizens' assessment of the national economic condition in 2022 shows optimism

- Question: *"How would you rate Viet Nam's economic conditions today?"*
- Citizens' confidence in the national economy rebounded from a record poor showing in 2021.



Citizens more positive about household economic condition in 2022

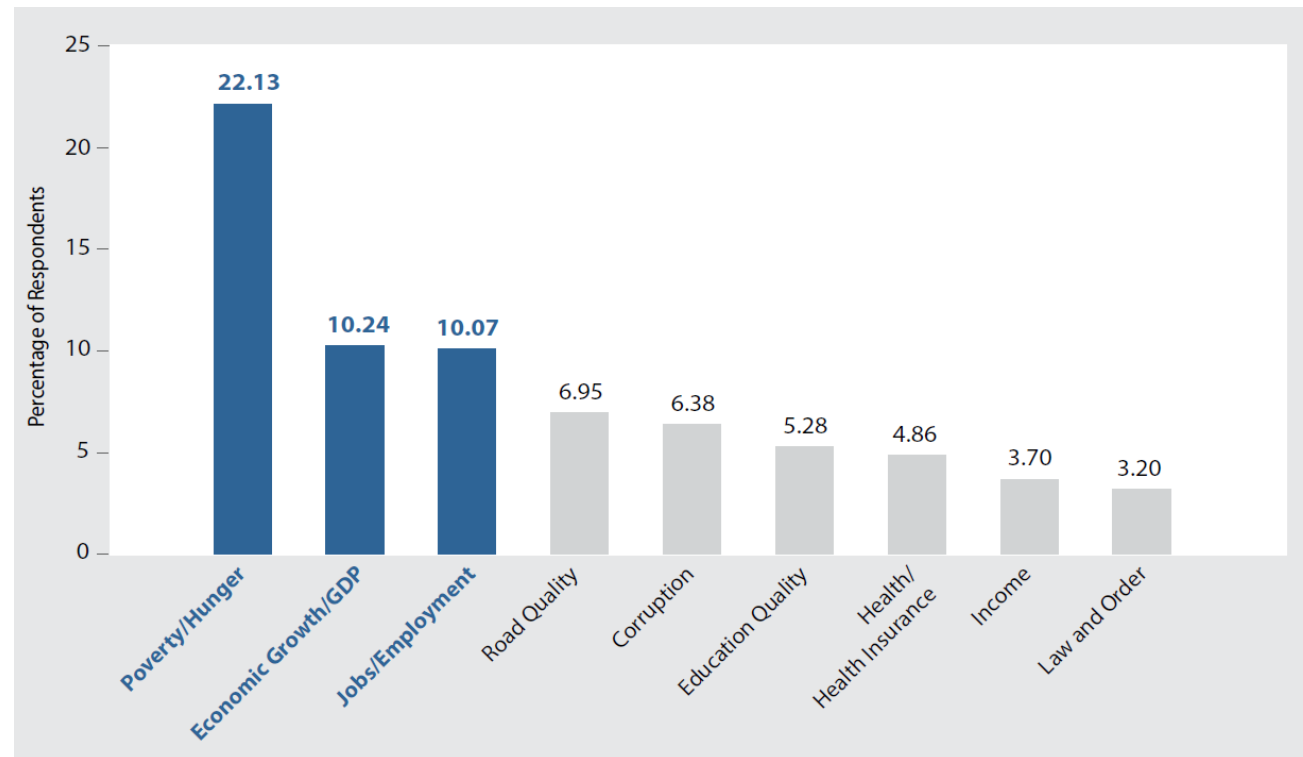
- Question: *"How is your household's economic situation now compared to five years ago?"*
- 56% of the respondents felt their household economic situation improved in 2022, but not all the way to the pre-pandemic levels.



Top five issues of greatest concern for citizens in 2022

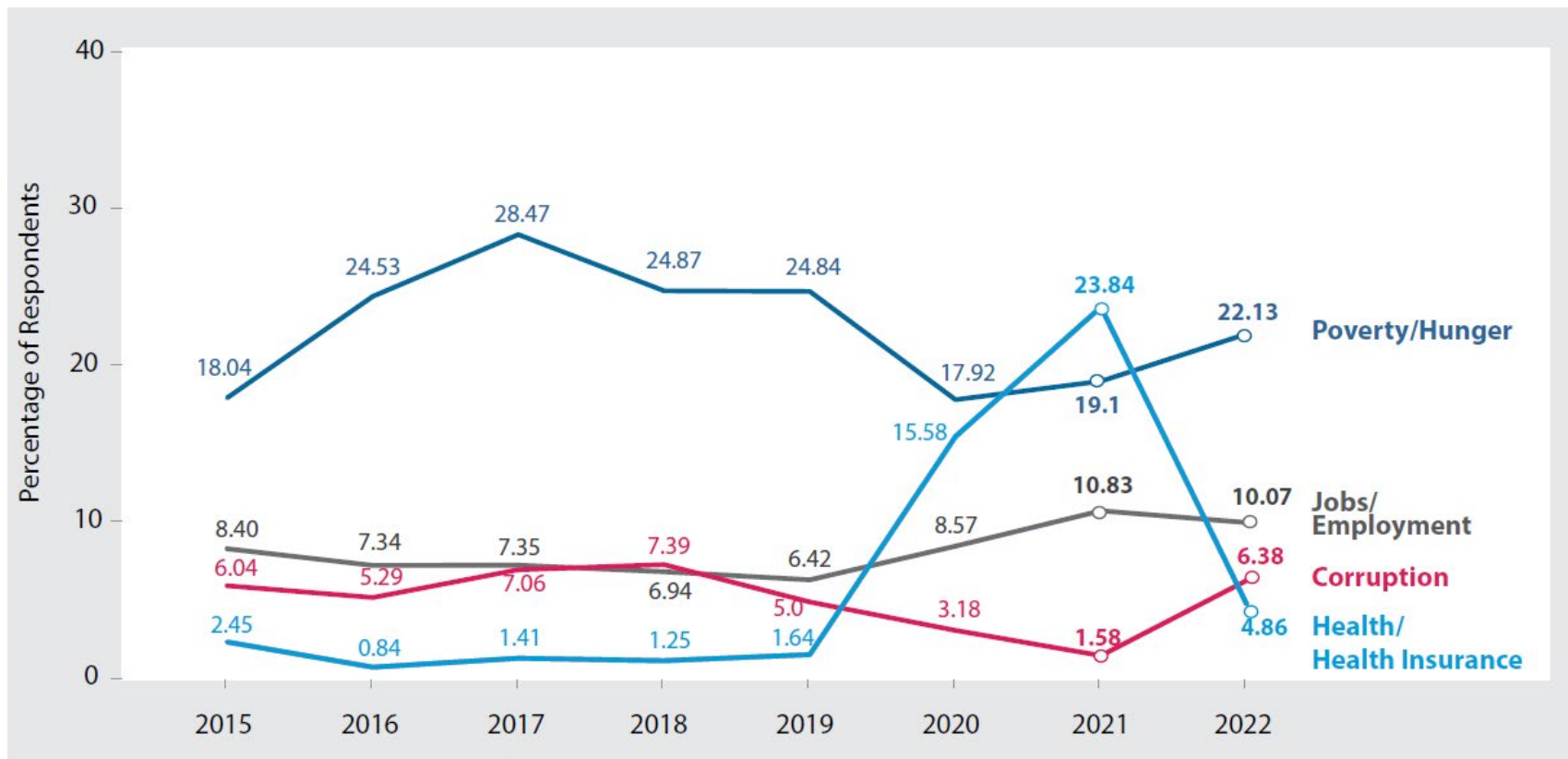
- Open-ended question: *"In your opinion, what are the three most important problems facing Viet Nam that the State should address?"*
- Poverty/hunger returned to become the issue of greatest concern in 2022 after health/health insurance took over in 2021.

1. Poverty/hunger
2. Economic growth
3. Jobs/Employment
4. Road quality
5. Corruption



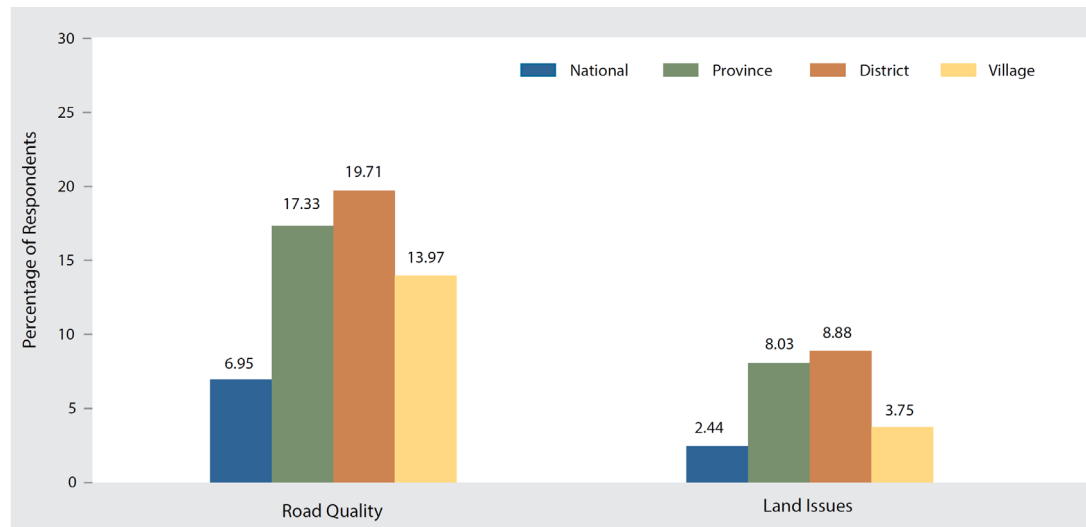
Notable changes in issues of greatest concern from 2015 to 2022

- Poverty/hunger reduction as a priority for the State to address relatively constant at about 20-25 percent over time, aside from pandemic-hit 2021.
- Concern about health/health insurance eased dramatically in 2022 from the two year of COVID-19 in 2020 and 2021.
- Concern about corruption increased in 2022.

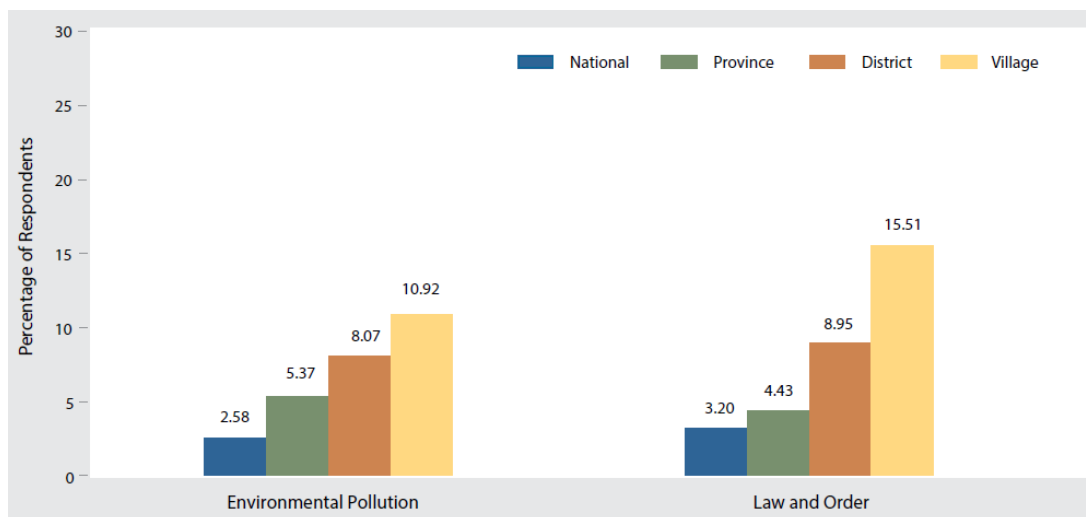


Local governments and village heads should address local issues of greatest concern

- Road quality and land issues are issues of greatest concern that more respondents expect provincial and district governments to address.



- Environmental pollution and law and order are issues of greatest concern that more respondents expect village heads to address.



Summary and Implications

- **National level:**

- Poverty/hunger returned to become the issue of greatest concern.
 - **Poverty reduction remains an important national priority.**
- Corruption surged as an issue of public concern despite the high-profile national anti-corruption campaign.
 - **Anti-corruption remains an important priority not only at the national but also at the local levels.**
- Concern about health/health insurance eased as worries about COVID-19 faded out. But dissatisfaction with the quality of district public hospitals remains, as findings from 'Public Service Delivery' Dimension shows.
 - **Investing in district public hospitals should be a priority for the health sector moving forward.**

- **Local levels:**

- Road quality and land issues are of concern for provincial and district levels.
 - **Provincial and district governments should prioritize investing in improving road quality and improving land transparency.**

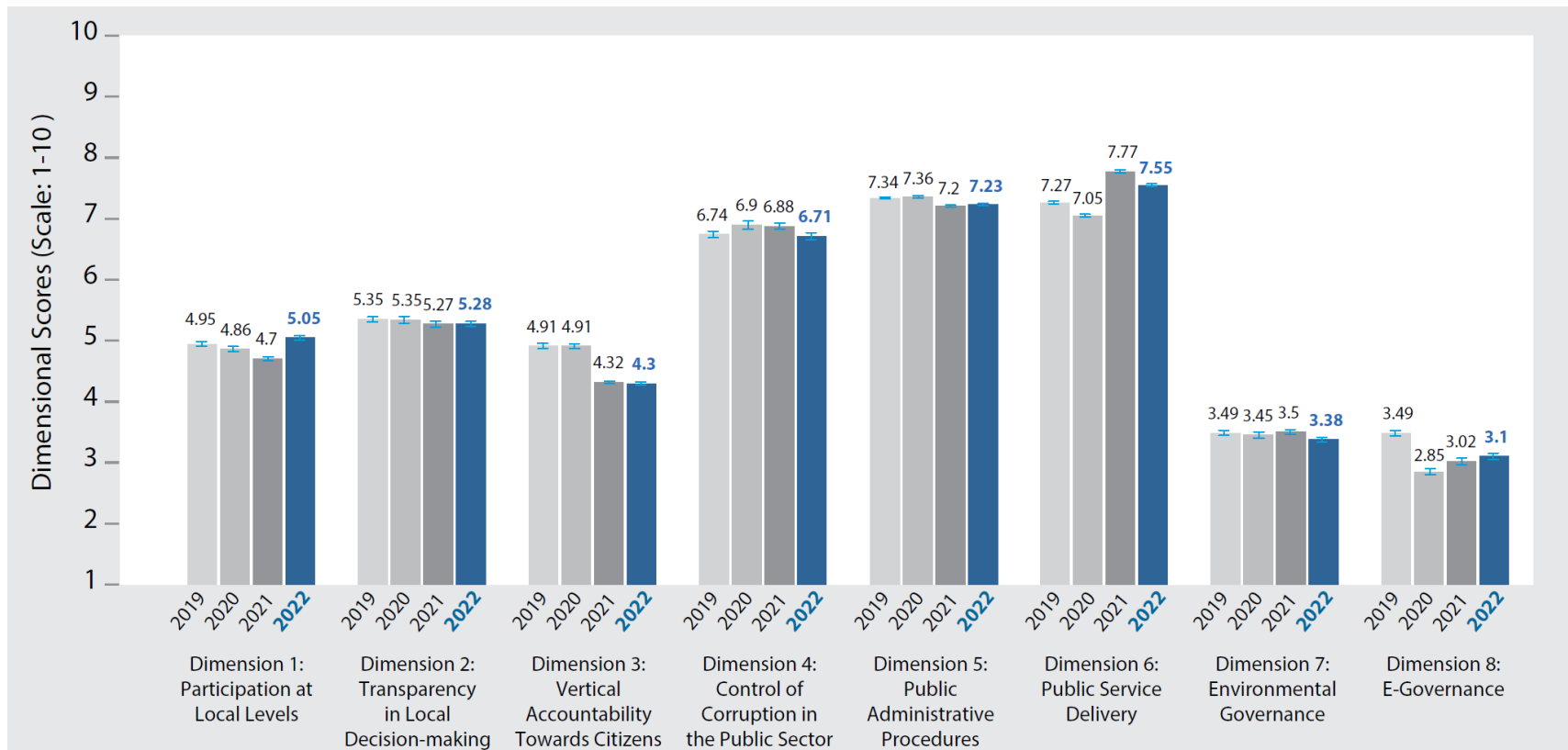


Overview of National Governance and Public Administration Performance in 2022

- Participation at Local Levels
- Transparency in Local Decision-making
- Control of Corruption in the Public Sector

A mixed picture of overall performance of governance and public administration in 2022

- Progress in Participation at Local Levels and E-Governance
- Stagnation in Transparency in Local Decision-making, Vertical Accountability Towards Citizens and Public Administrative Procedures
- Decline in Control of Corruption in the Public Sector; Public Service Delivery and Environmental Governance



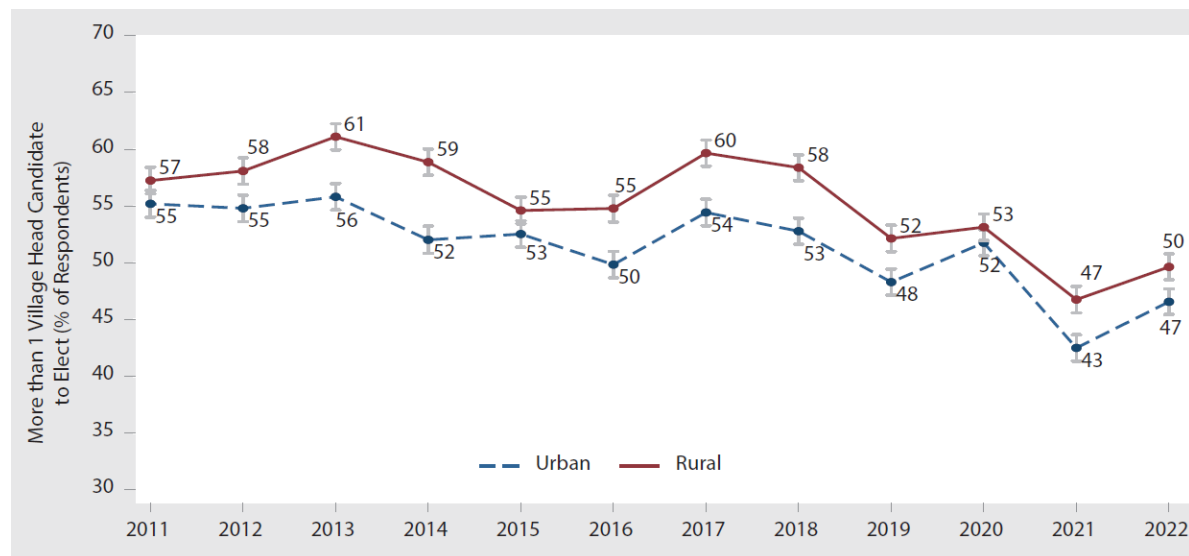
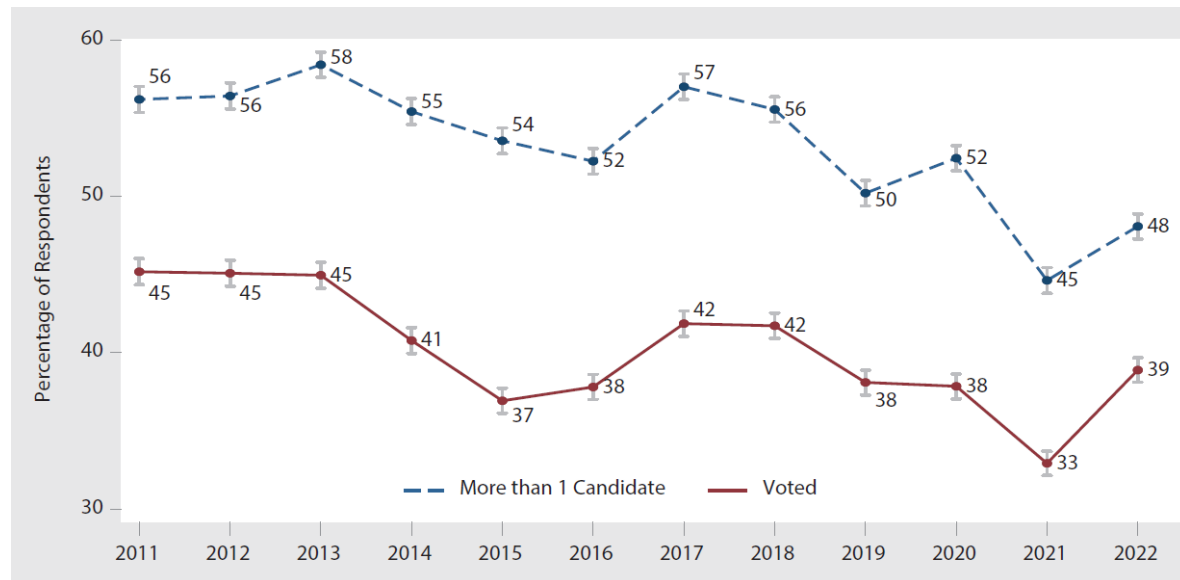


Participation at Local Levels

- Importance of Dimension 1 'Participation at Local Levels'
 - Assesses degree of citizen participation in local governance
 - Informs baselines for the 2022 Law on Grassroots Democracy Implementation going into effect
 - Citizen feedback on opportunities for participation in local projects as part of vertical accountability towards citizens
- Focus areas
 - Participation in and assessment of competitiveness of village elections
 - Citizen participation in voluntary contributions to local projects
 - Voter demand for inclusive representation, including homosexual candidates, ethnic minorities, and disabled candidates

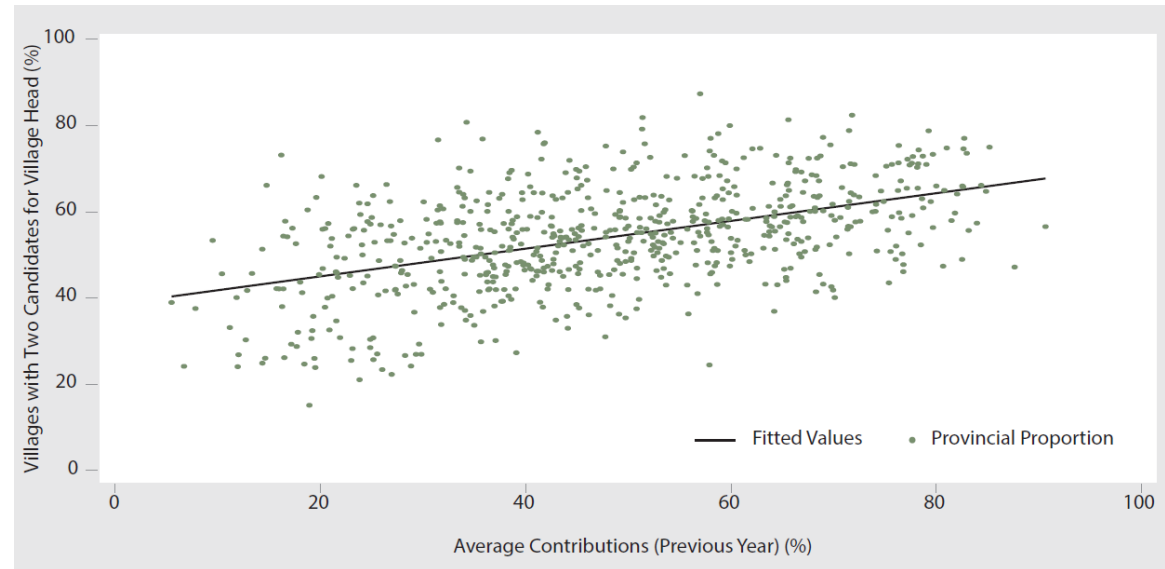
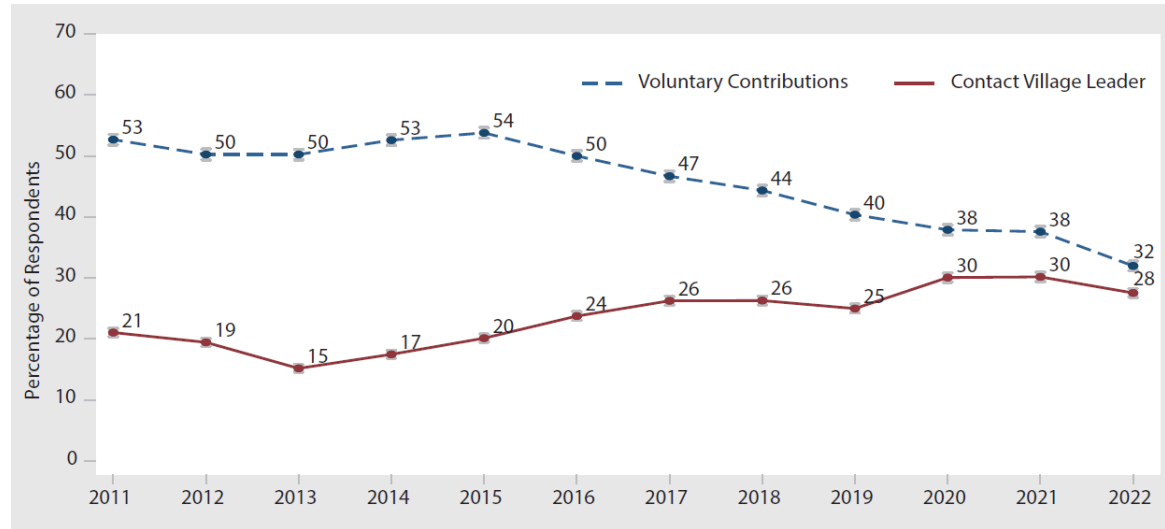
Competitiveness in village head elections tends to be waning

- Fewer voters showed up in person to vote in village head elections since 2019, in tandem with fewer percentages of respondents saying they had more than one candidate to select village heads
- A steady decline in the number of percentages of respondents confirming that they had more than one candidate at village head elections to elect their village head in both urban and rural areas since 2011
- Sharp decline in 2021 and 2022, possibly because of severe COVID impact



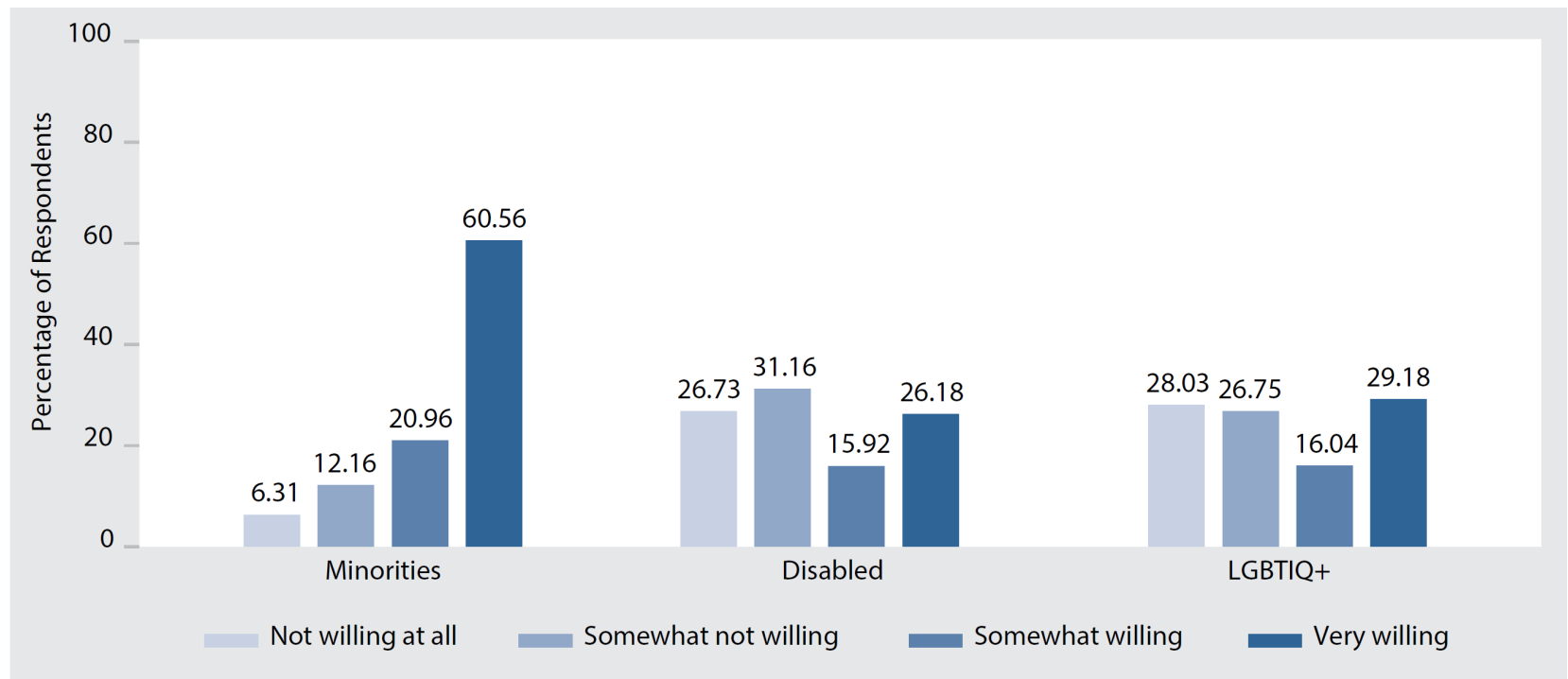
Village heads' role waning in resource mobilization for grassroots projects

- While citizens are more likely to contact village heads for support, village heads are decreasingly involved in mobilizing resources for voluntary contribution projects.
- A positive correlation (0.48) between the proportion of respondents paying voluntary contributions to local public works and the proportion of those saying they had more than one candidate to elect as village head
- Implication: villages with more citizens contributing to grassroots projects tend to have more competitive village elections.



Inclusive political participation for homosexual and disabled persons: social biases remain but there is room for hope

- 81.5% of voters said they were somewhat willing or very willing to vote for candidates who are ethnic minorities
- 45% of voters somewhat willing or very willing for LGBTIQ+ candidates (*for lesbian and gay candidates, there were similar social biases in hypothetical election questions*)
- 42% of voters somewhat willing or very willing for persons with disabilities



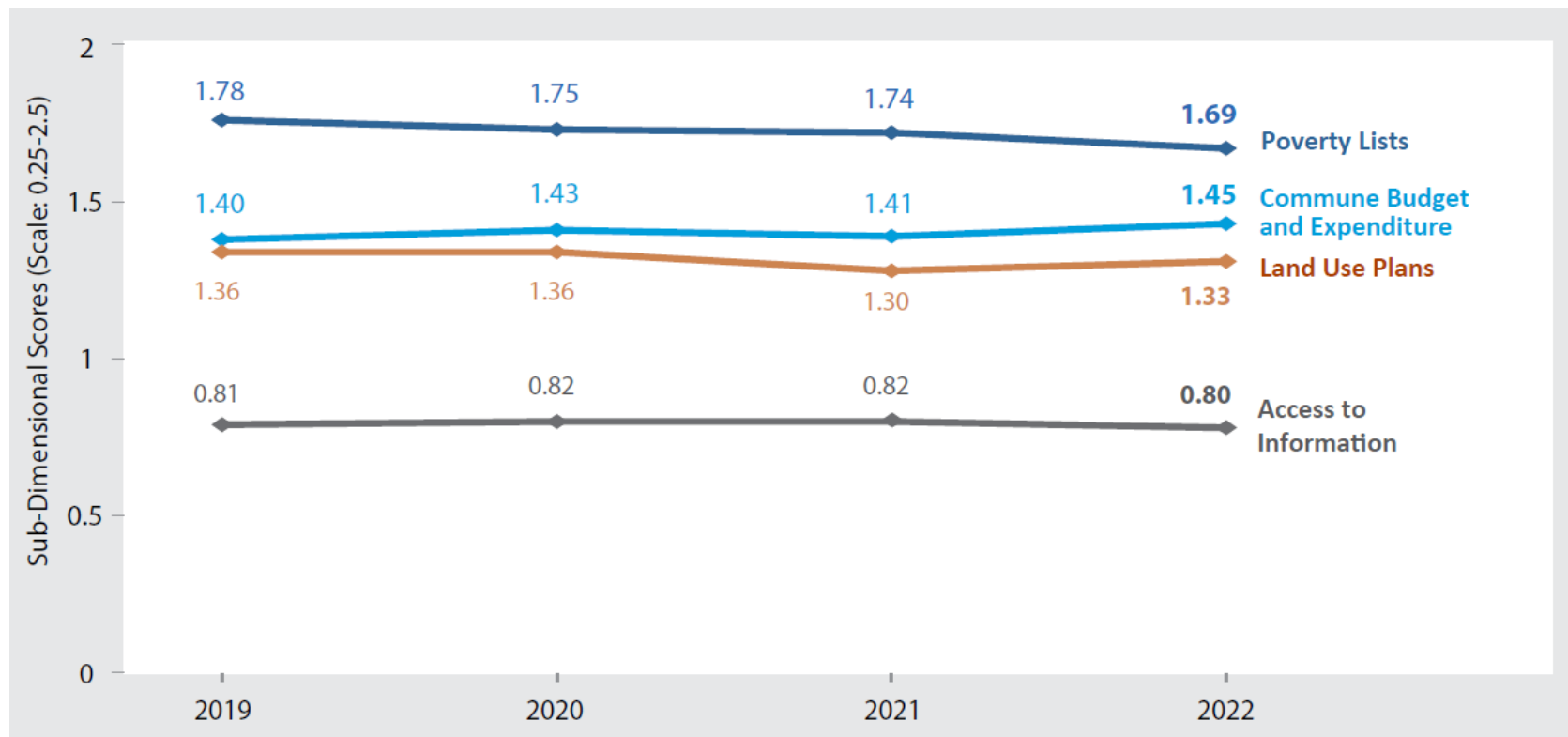


Transparency in Local Decision-making

- Importance of Dimension 2 'Transparency in Local Decision-making'
 - Reduces risks of corruption and wrong-doings in the public sector
 - Holds government officials accountable to citizens
 - Facilitates citizen participation in local planning
 - Land transparency particularly important to local governance
- Areas of citizen assessment
 - Access to information about policies and laws
 - Publicity and accuracy of provincial land price frameworks and district land plans
 - Publicity and accuracy of commune budget and expenditure
 - Publicity and accuracy of local poverty lists for state support for the poor

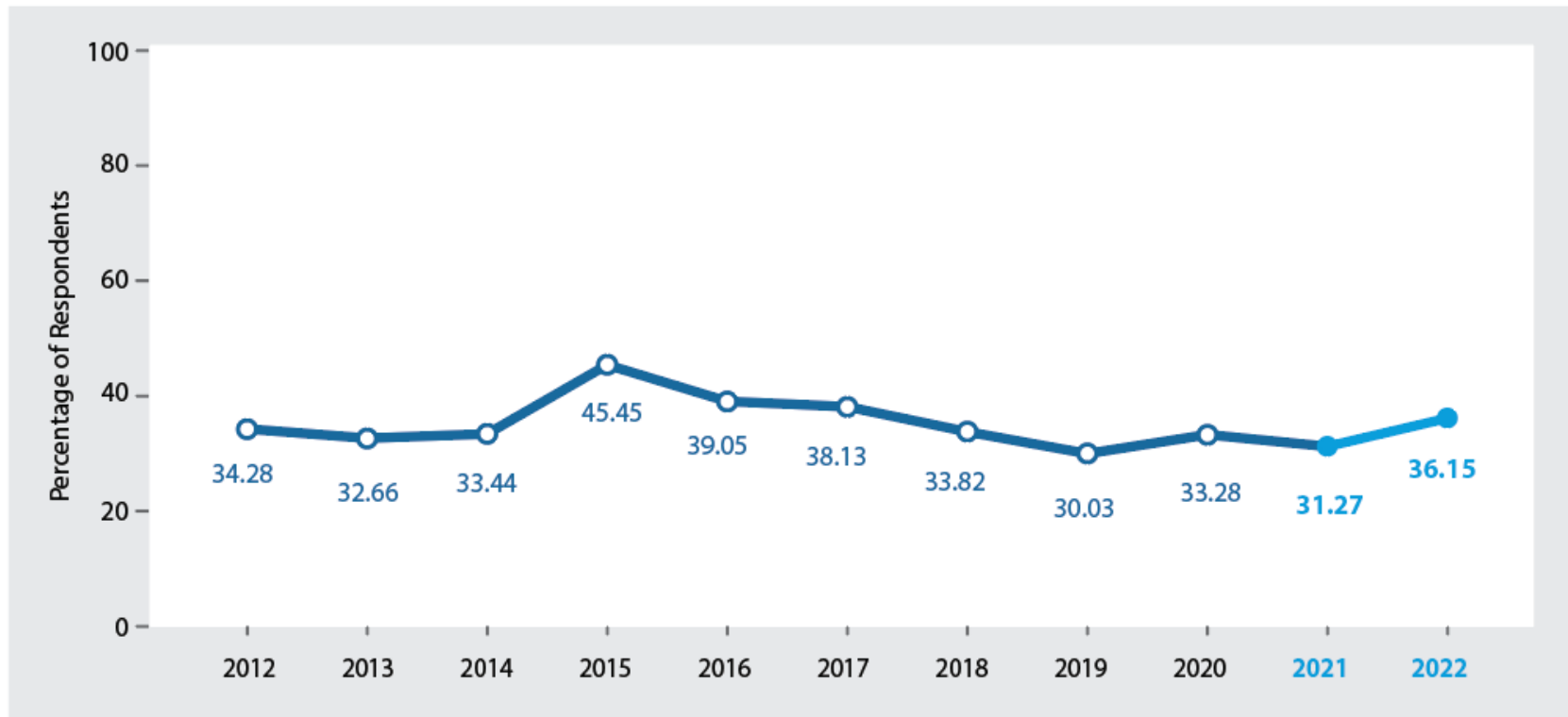
Little progress made in ensuring transparency in local decision-making in four areas PAPI measures

- Slight progress in transparency of commune budget and expenditure
- Stagnation in access to information about policy and law; and in transparency of land use plans
- Decline in transparency of poverty lists



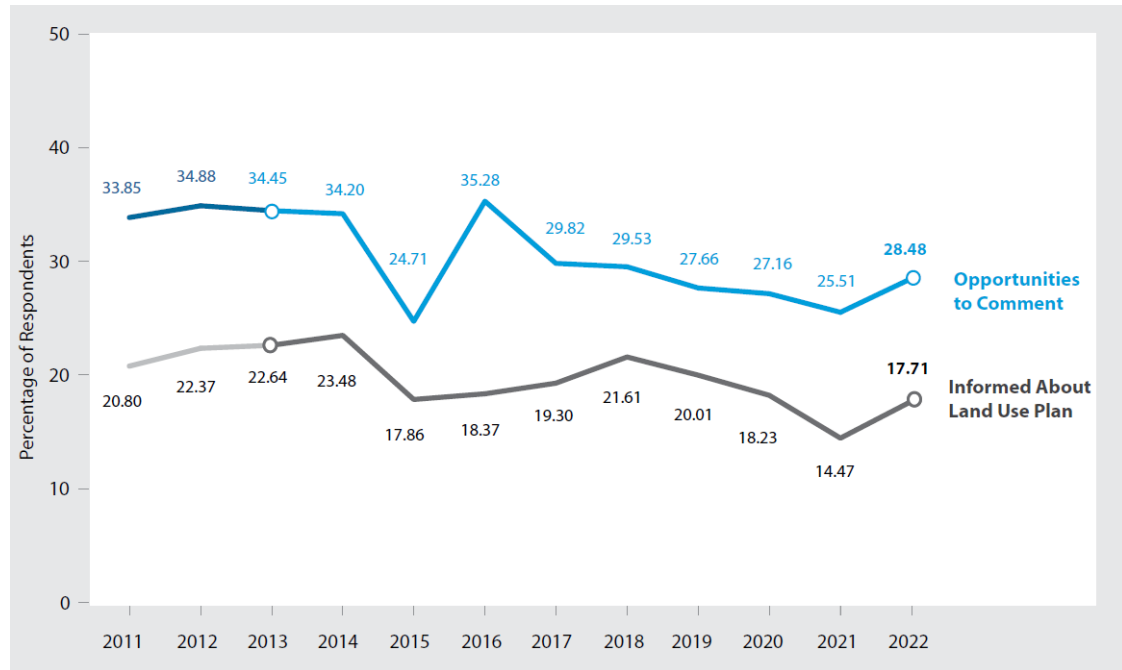
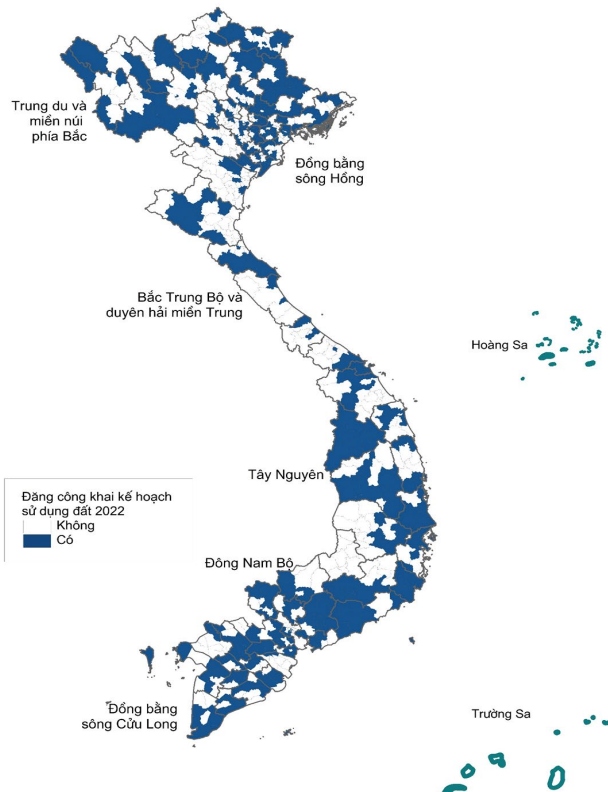
Decline in accuracy of poverty lists in 2022

- 5 percentage points more respondents reporting that eligible candidates were not on the lists compared to 2021
- Possible concern: not all who should have received state support from the State's poverty reduction fund for being extremely poor did



Limited opportunities to access to and provide comments on district land use plans in 2022

- The number of respondents **invited to provide comments and informed about the new district land plans remains low at 28.5% and 17.7%, respectively.**

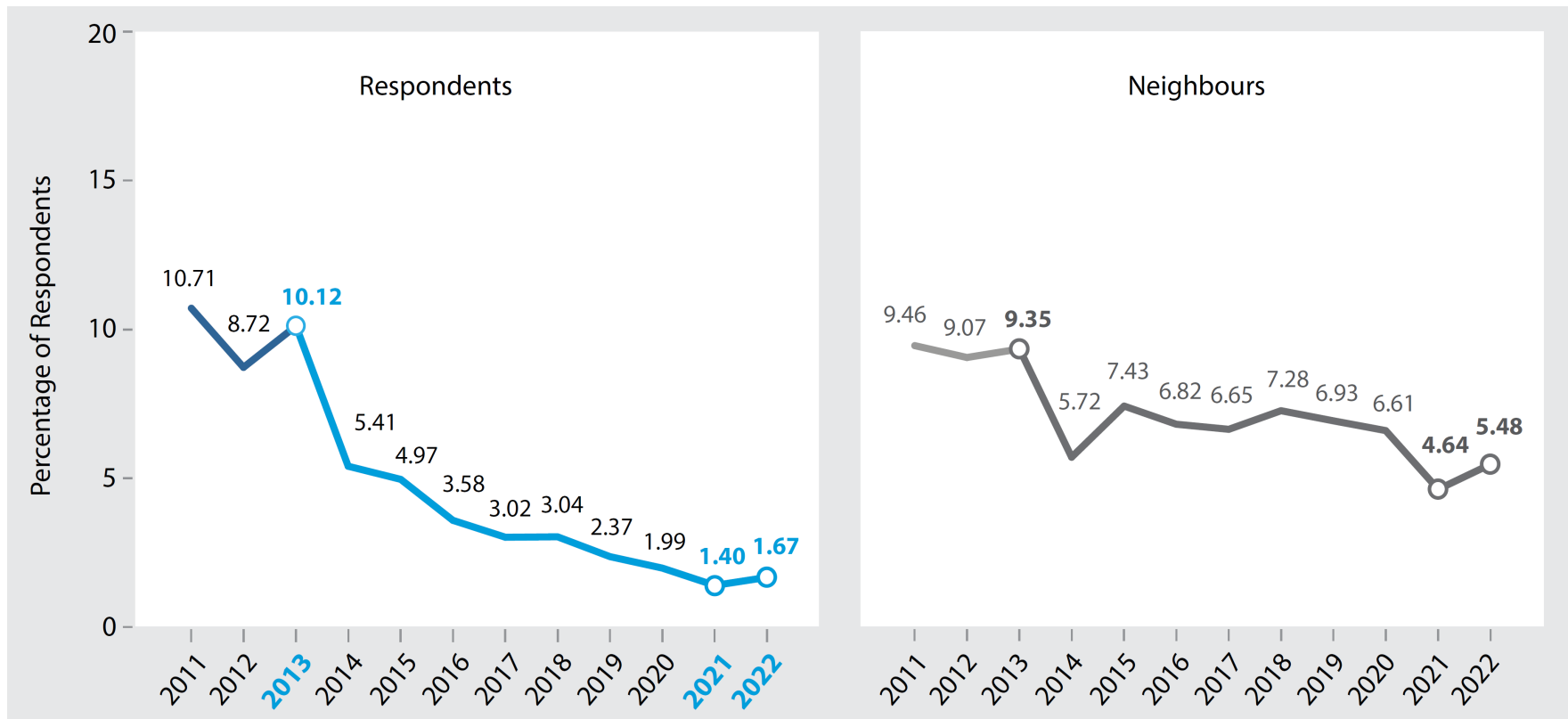


- Similar to findings from reviews of land information disclosure on district government portals in 2022: **389/705 districts (55.2%)** disclosed their 2022 land-use plans on local government portals/websites, **an increase by 7.7%** compared to the 2021 number.

(See UNDP & CEPEW, 2023 at <https://www.congkhaithongtindatdai.info/>)

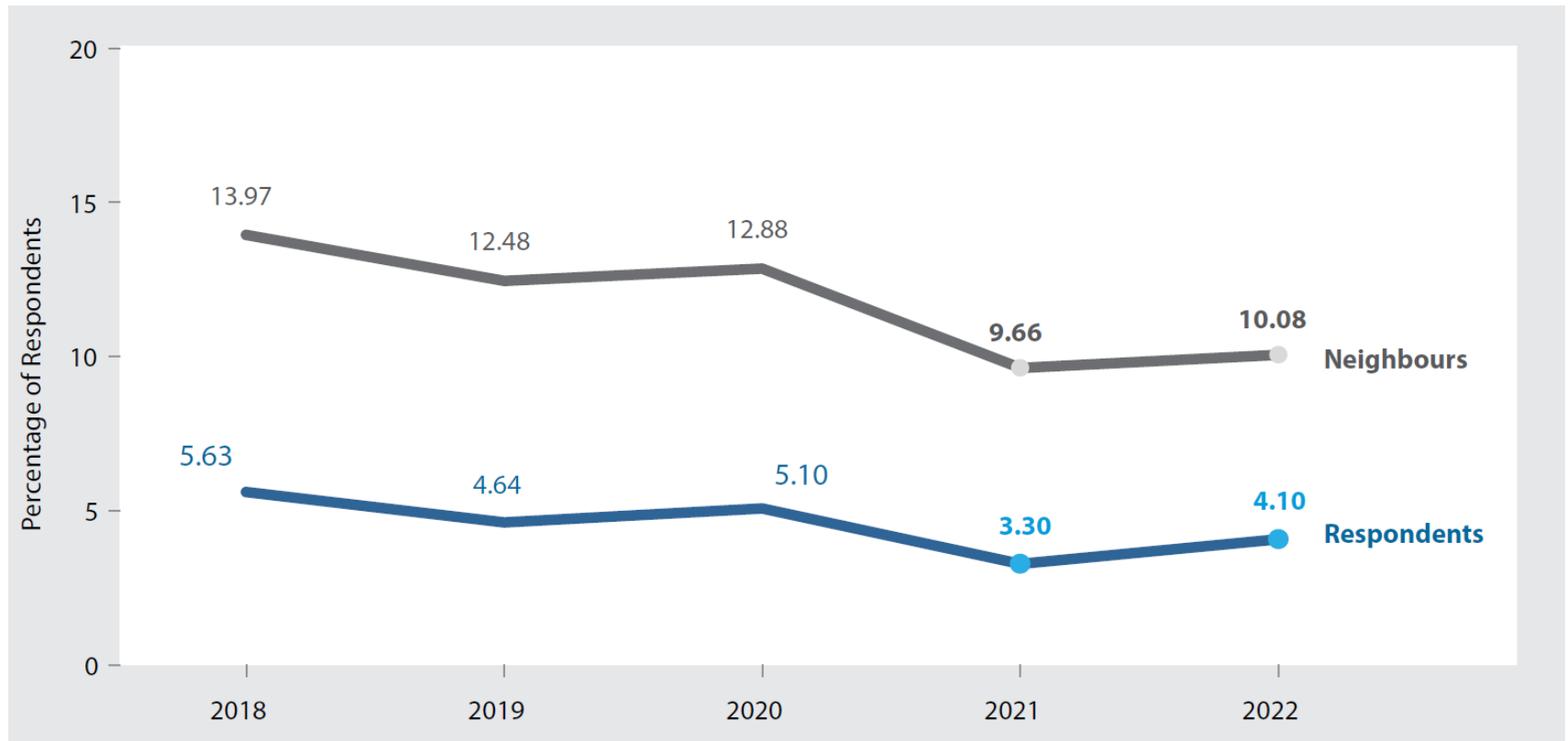
Seizures of residential land ticked up in 2022

- Slight increase in the percentage of respondents who said their households experienced government seizures of residential land in 2022, but still below the average percentage of 11 years' numbers.
- 2013 Land Law might have contributed to the decline in residential land seizures.



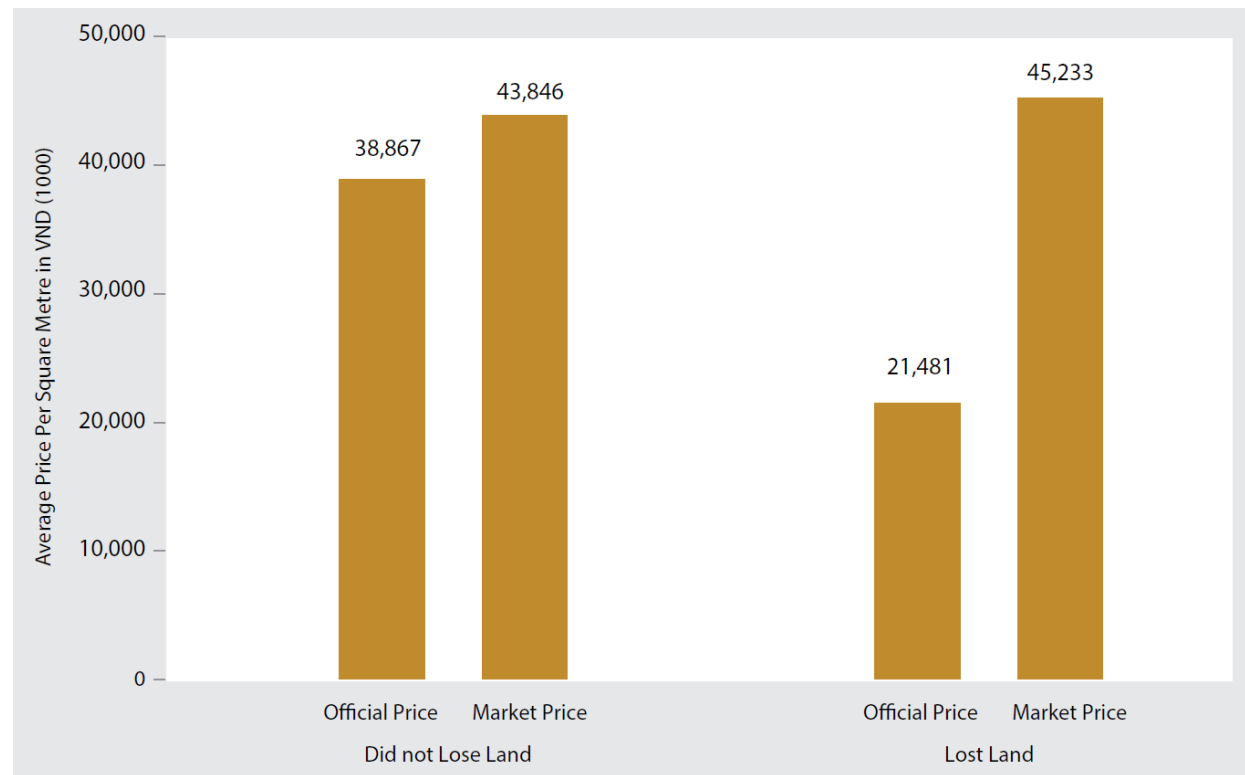
Seizures of farmland also ticked up in 2022

- Farmland seizures higher than residential land seizures, especially since 2018
- More than 4% of the respondents said their households had farmland seized in 2022



Most respondents only aware of local official land prices when their residential land was subjected to seizures

- **The discrepancies indicate mismatch between official price and what citizens think land** is worth at the time the land is seized
- For those who **did not lose land**, most respondents thought the official and market prices are quite close
- For those who **lost land**, most respondents were aware that the official price is much lower than the market price



Experimental question: "What is the **[market/official]** price for a square meter of land in your village?"

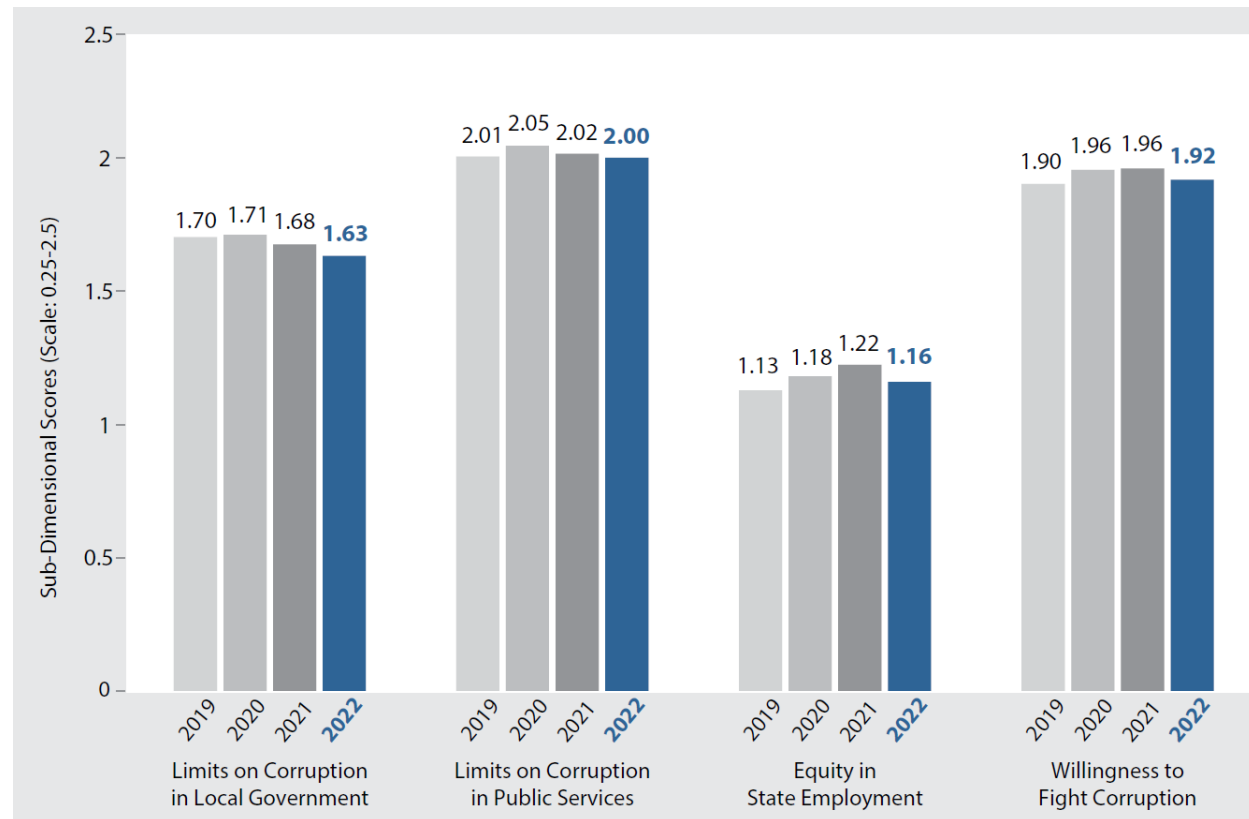


Control of Corruption in the Public Sector

- Importance of Dimension 4 'Control of Corruption in the Public Sector'
 - For efficient public service delivery
 - For government legitimacy and compliance with laws and regulations
 - Strongest link to citizen satisfaction with government institutions
- Areas PAPI assesses
 - Limits on corruption in local government
 - Limits on corruption in public services
 - Equity and integrity in state employment
 - Willingness to fight corruption by both government and citizens

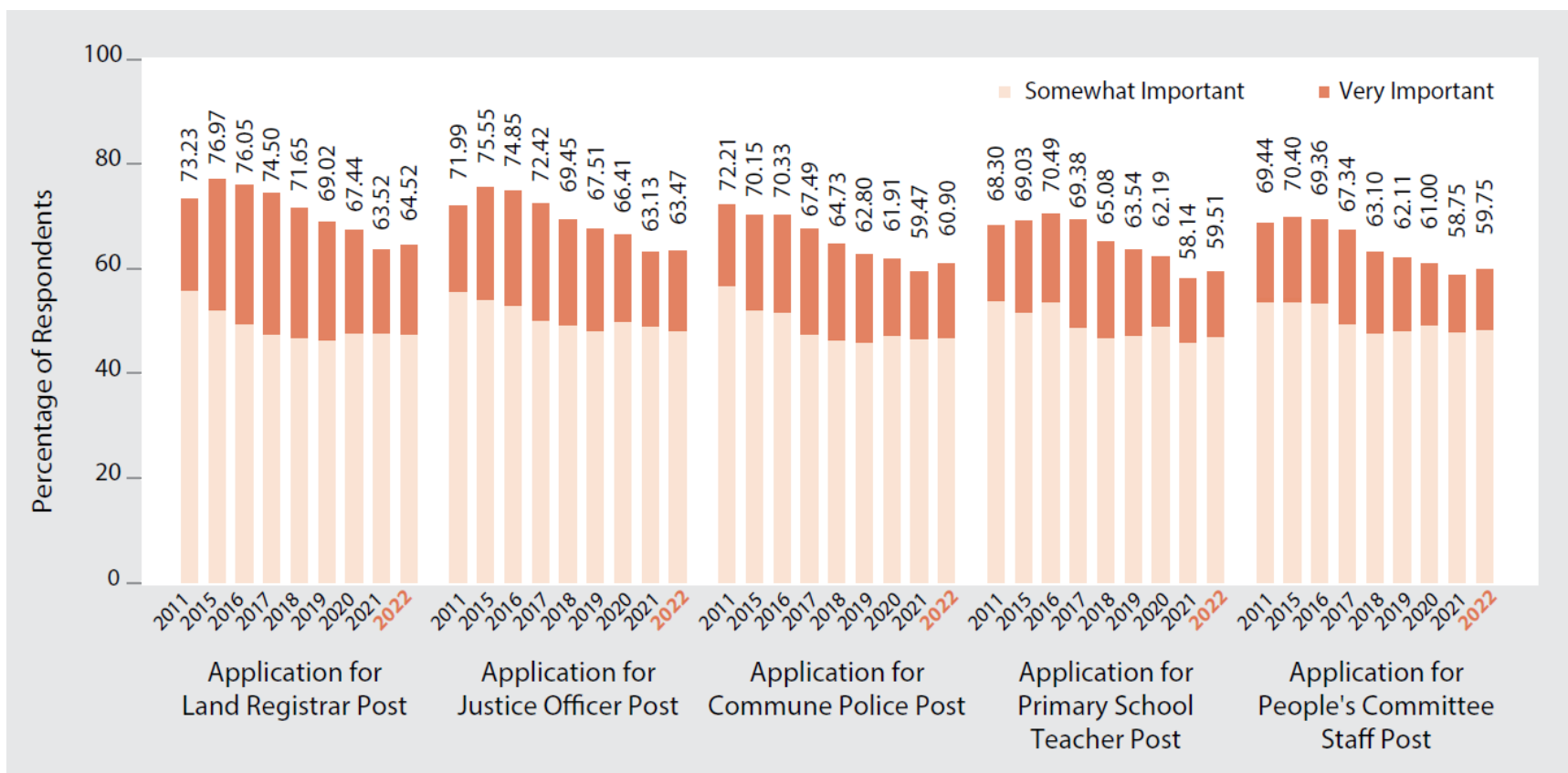
Tackling corruption in the public sector at the local level took a step back from 2021

- Scores fell across all four sub-dimensions comprising the Control of Corruption in the Public Sector (Dimension 4) in 2022
- Sharpest decline since anti-corruption campaign began in 2016
- Most dramatic decrease in equity in state employment compared to 2021



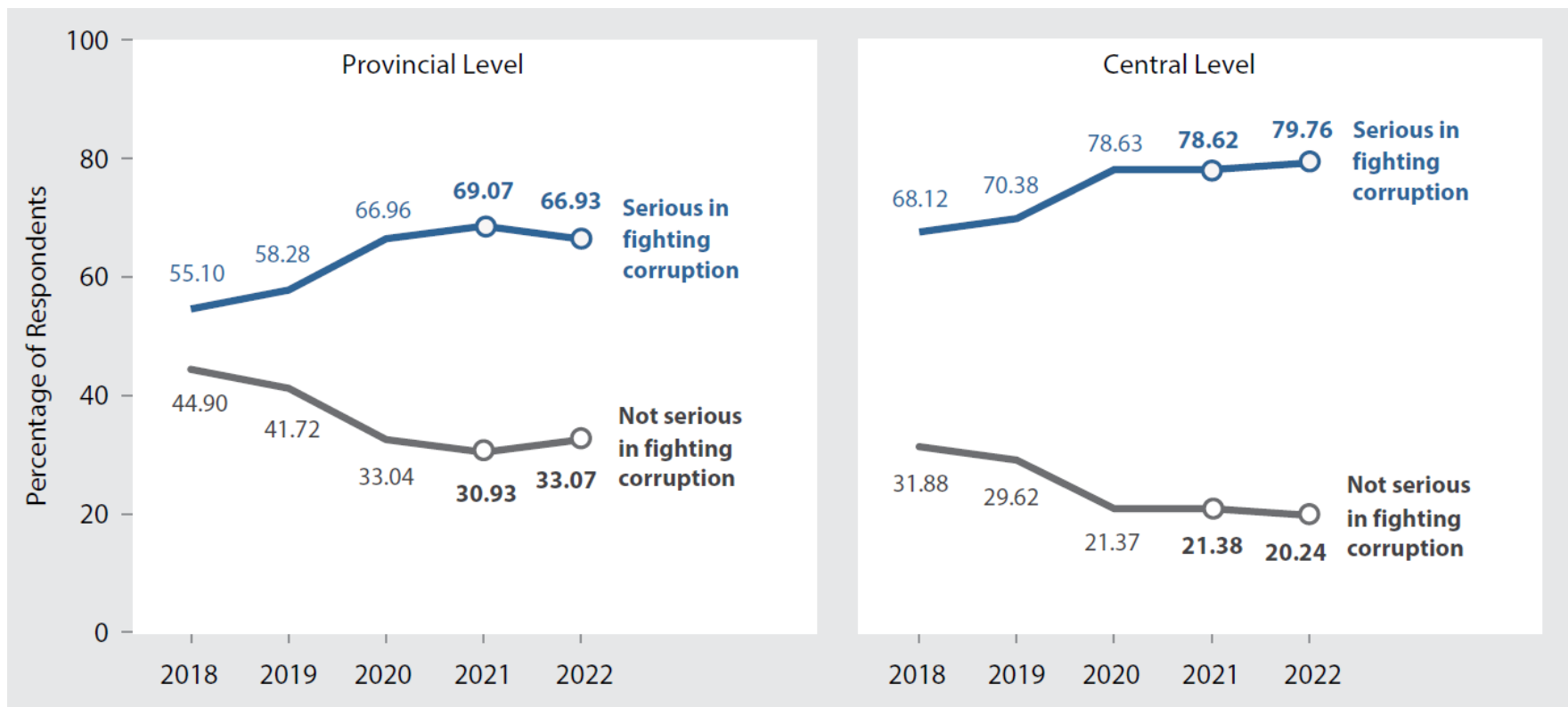
Concern about nepotism in State employment increased in 2022

- The importance of connections for state employment at the commune level steadily declined from 2015-2021 BUT increased for the first time in 2022
- Connections for the job of commune land registrar remain more important than for other four commune posts



Citizens tend to have more faith in the national level government to address corruption than at the local level

- Nearly 67% of the respondents nation-wide believed their provincial governments were serious in fighting corruption, and on a decline
- Nearly 80% of the respondents nation-wide believed the central governments were serious in fighting corruption, and on a rise



Summary and Implications

- **Participation at Local Levels**

- Since village heads are critical in disseminating policies, it is important to enhance the competitiveness and inclusivity of village elections to widen citizen representativeness.
- With the 2022 Law on Grassroots Democracy Implementation effective July 2023, it is essential to review the approaches for selecting village heads to ensure they genuinely represent citizens
- **Continued efforts necessary to reduce social biases against lesbian, gay, and disabled candidates for elected representative offices and village heads, as much as for women representation so far**

- **Transparency in Local Decision-making**

- Some decline in transparency of poverty lists
- Limited land use plan transparency
- Concern about compensation due to mismatches between official and market land prices
- **Attention and action needed to improving accuracy in poor household listing and enhancing transparency of land use plans and of land pricing**

- **Control of Corruption in the Public Sector**

- Scores declined most comprehensively since anti-corruption campaign began
- **Anti-corruption efforts should continue at the local level**



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14 năm lắng nghe tiếng nói của người dân Việt Nam

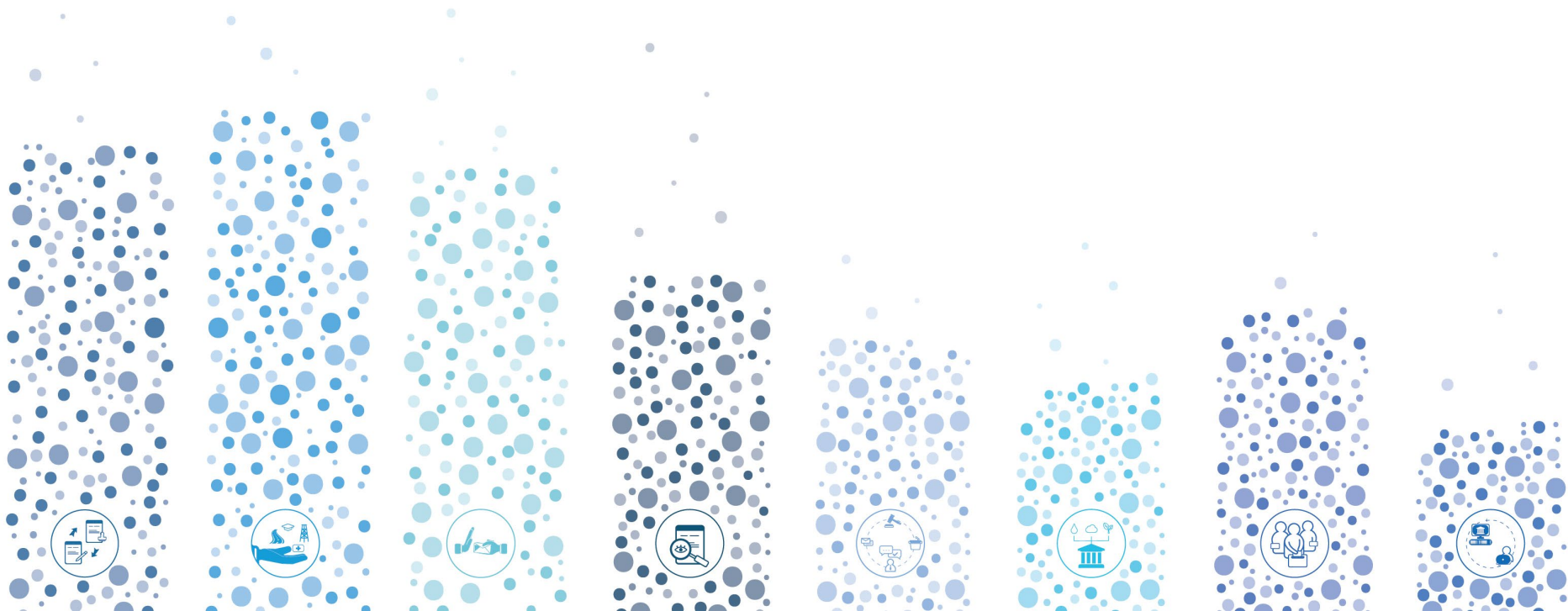
THANK YOU FOR YOUR ATTENTION!

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E-Services for Citizens in 2022 and Migration in Governance

Presented by **Dr. Edmund J. Malesky**, PAPI Research Team Member





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- E-Services for Citizen Participation in E-Governance
 - Citizen Assessment of Key Citizen-relevant E-Services
 - Citizen Assessment of National E-service Portal
 - Summary and Implications
- Migrant-Inclusive Governance and Drivers of Internal Migration
 - Migrant-inclusiveness in Local Governance
 - Drivers of Internal Migration
 - Summary and Implications

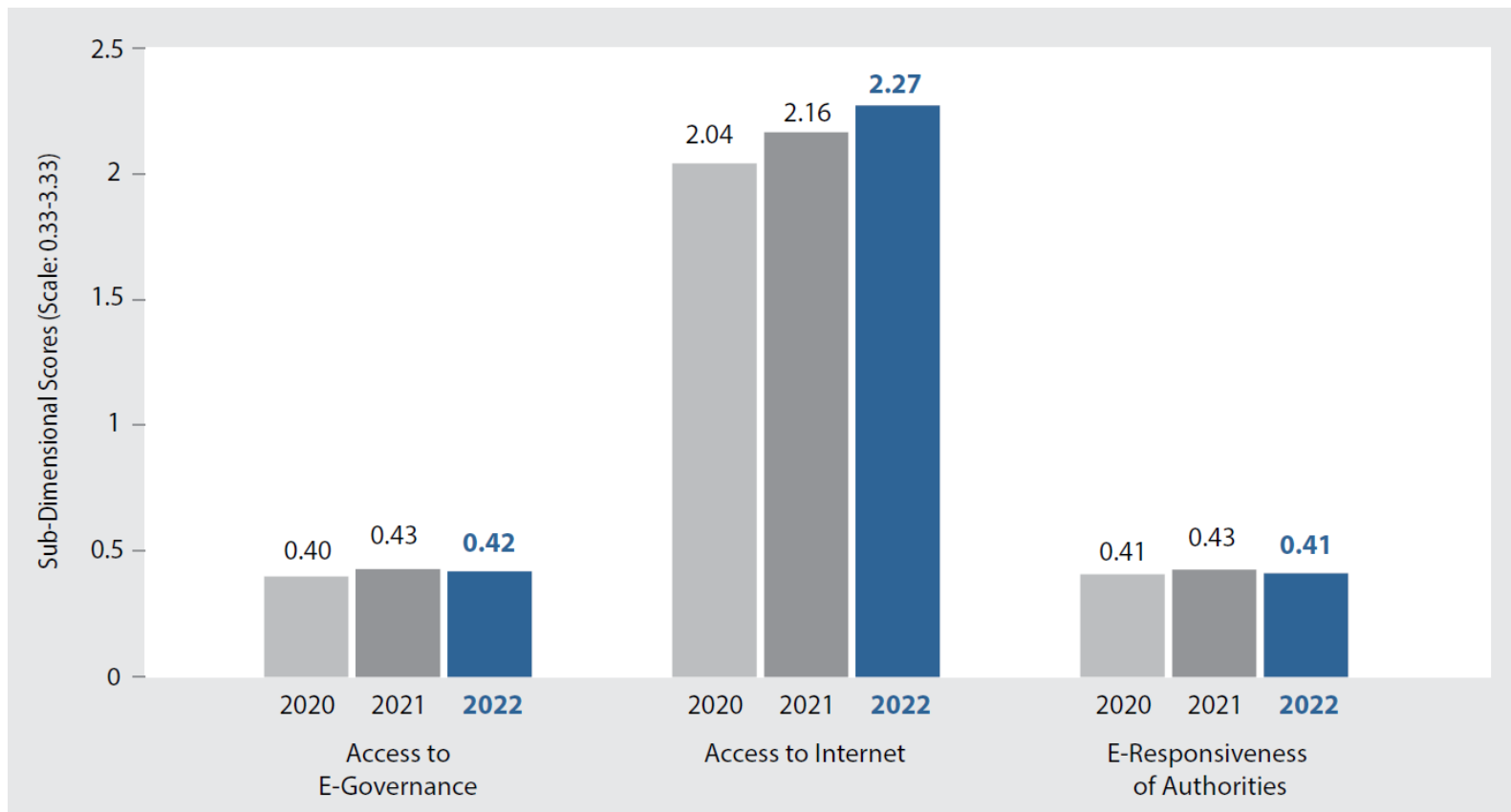


E-Services for Citizen Participation in E-Governance

- Citizen Assessment of Key Citizen-relevant E-Services
- Citizen Assessment of National E-service Portal
- Summary and Implications

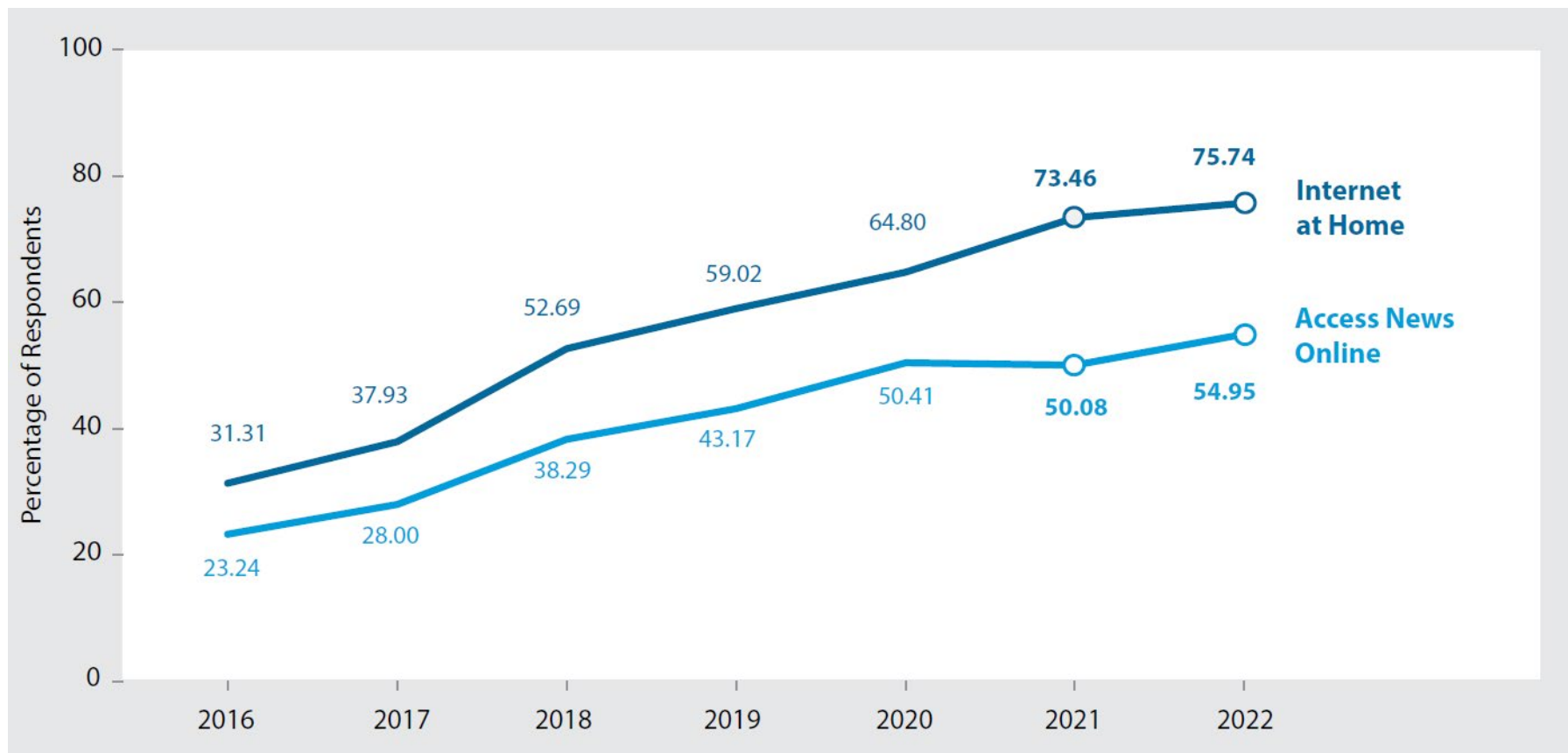
Slow progress in E-Governance Dimension despite increasing access to the internet

- E-Governance scores have remained flat in two of the sub-dimensions: Access to E-Governance and E-Responsiveness of Authorities.
- Access to the Internet, however, continued its surge in 2022.



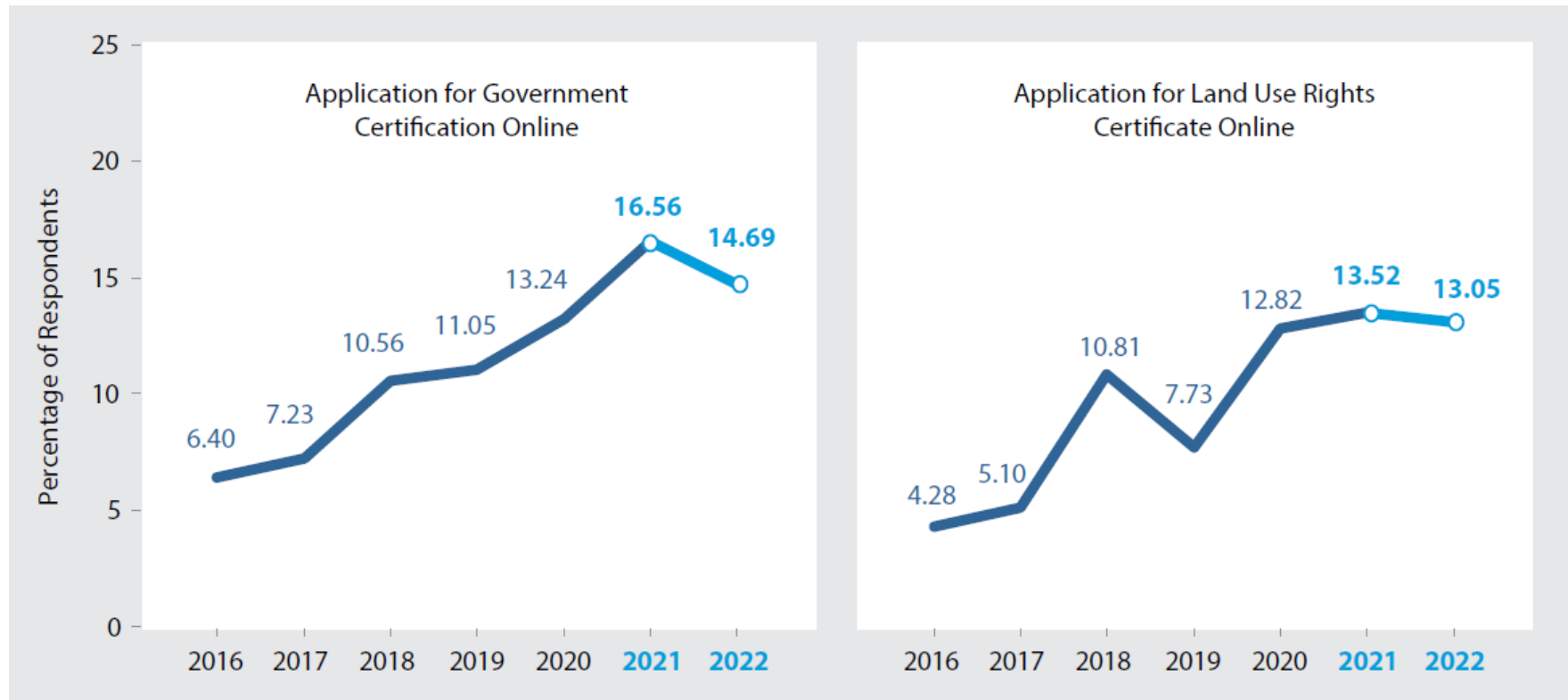
Increasing access to the internet and news online

- The percentage of citizens with access to the internet is on the rise.
- So is the percentage of citizens with access to news online.



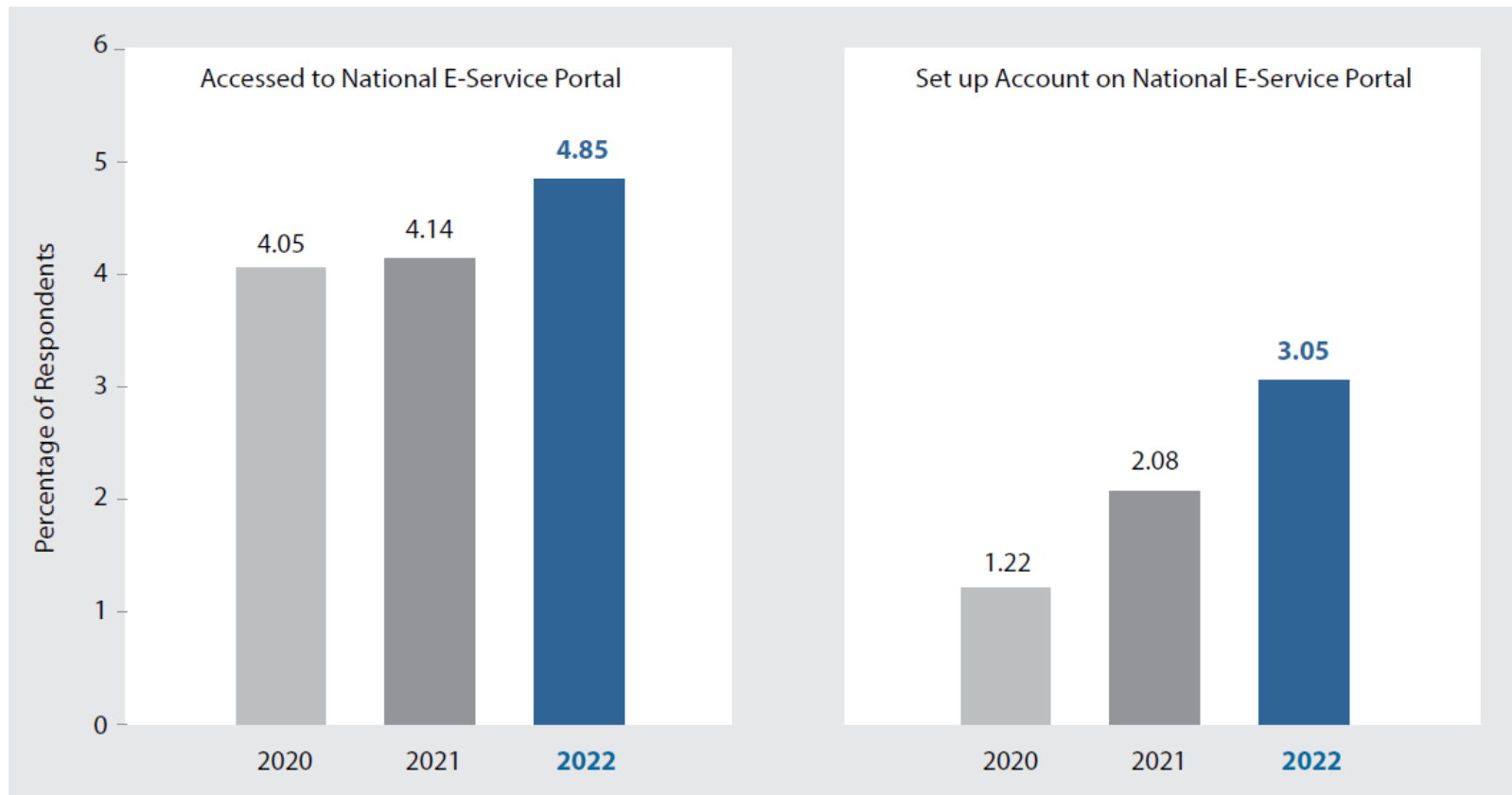
Availability of e-service for citizen-centric administrative procedures stalled in 2022

- Fewer respondents, who applied for government certification service or land use rights certificates, said they did so online in 2022 than in 2021.
- These numbers reflect the percentages of those who went online to process the two administrative procedures - not those who could complete them all online in 2022.



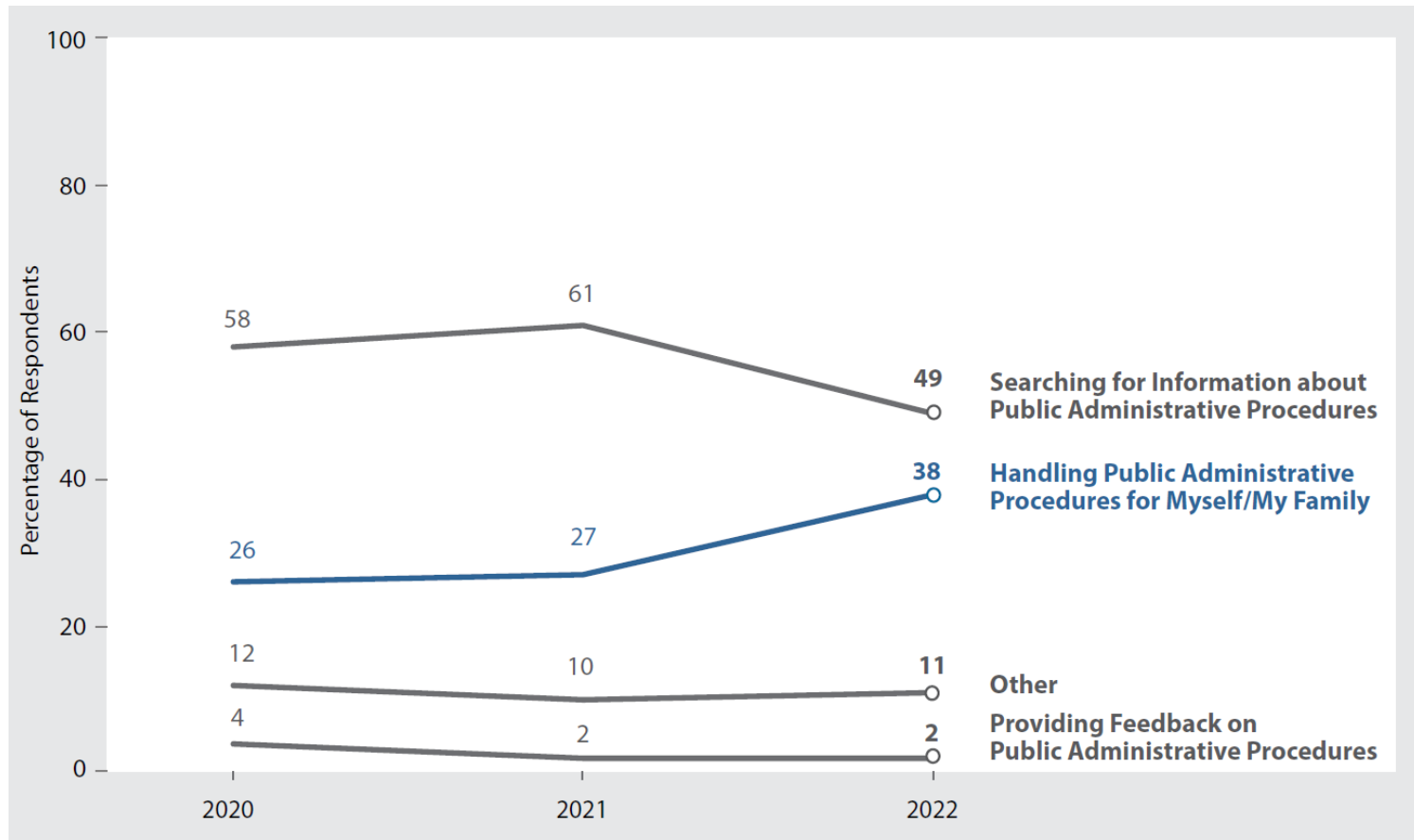
Use of National E-Service Portal stayed limited in 2022

- Only a tiny portion of the population has accessed the National E-service Portal or set up an account: 4.85% visited the portal and 3.05% set up an account.
- Room for promotion of the portal in 2023 and beyond.



Significant rise in use of National E-service Portal for handling administrative services in 2022 than in 2021

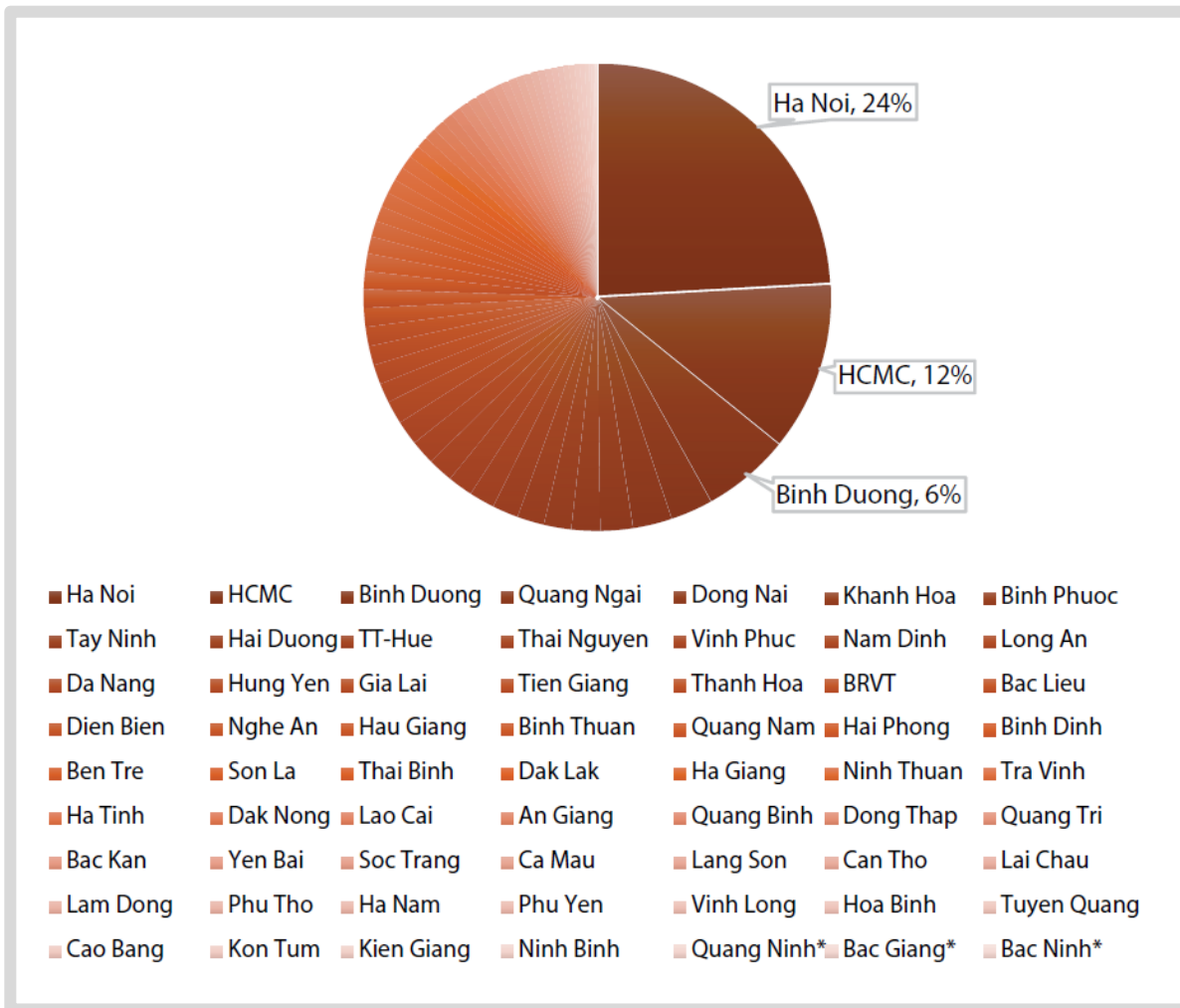
- Among 4.85% of those who ever visited the National E-service Portal, there was an increase of 11% (from 27% in 2021 to 38% in 2022) in the number of those who used the portal for handling procedures for themselves or families.



National E-service Portal gained more traction in 2022, but mainly in Ha Noi and Ho Chi Minh City

In terms of the share by province of the total 4.85% nation-wide users of the National E-service Portal:

- Ha Noi and Ho Chi Minh City had the largest shares with 24 and 12 percent, respectively in 2022, significantly higher than their shares in 2020 and 2021.
- Binh Duong had the third largest number of users of the National E-service Portal



Summary and Implications

- E-services remained largely unused by segments of the population, despite citizens' increasing access to the internet.
- Despite government attention, work remains to be done to expand the reach of e-services and e-governance to wider segments of the population.
- Developing e-governance is considered one measure to increase transparency and reduce corruption.





Migrant-Inclusive Governance and Drivers of Internal Migration

- Migrant-inclusiveness in Local Governance
- Drivers of Internal Migration
- Summary and Implications

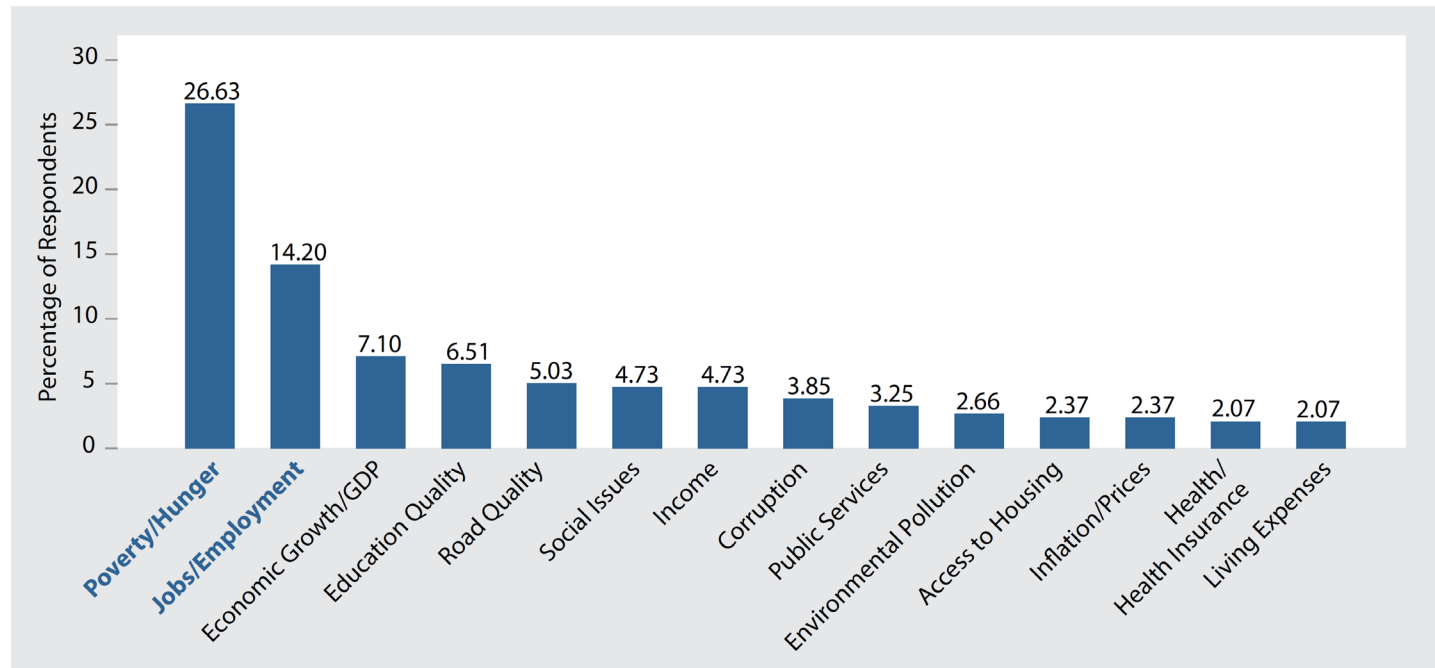
Demographic statuses of migrants vs. residents in migrant-receiving provinces in 2022

- Migrants were poorer, more affected by COVID-19, younger, much less connected than residents.
- More women migrants than men migrants in receiving provinces.



Issues of greatest concern for migrants in 2022 centred on their livelihoods

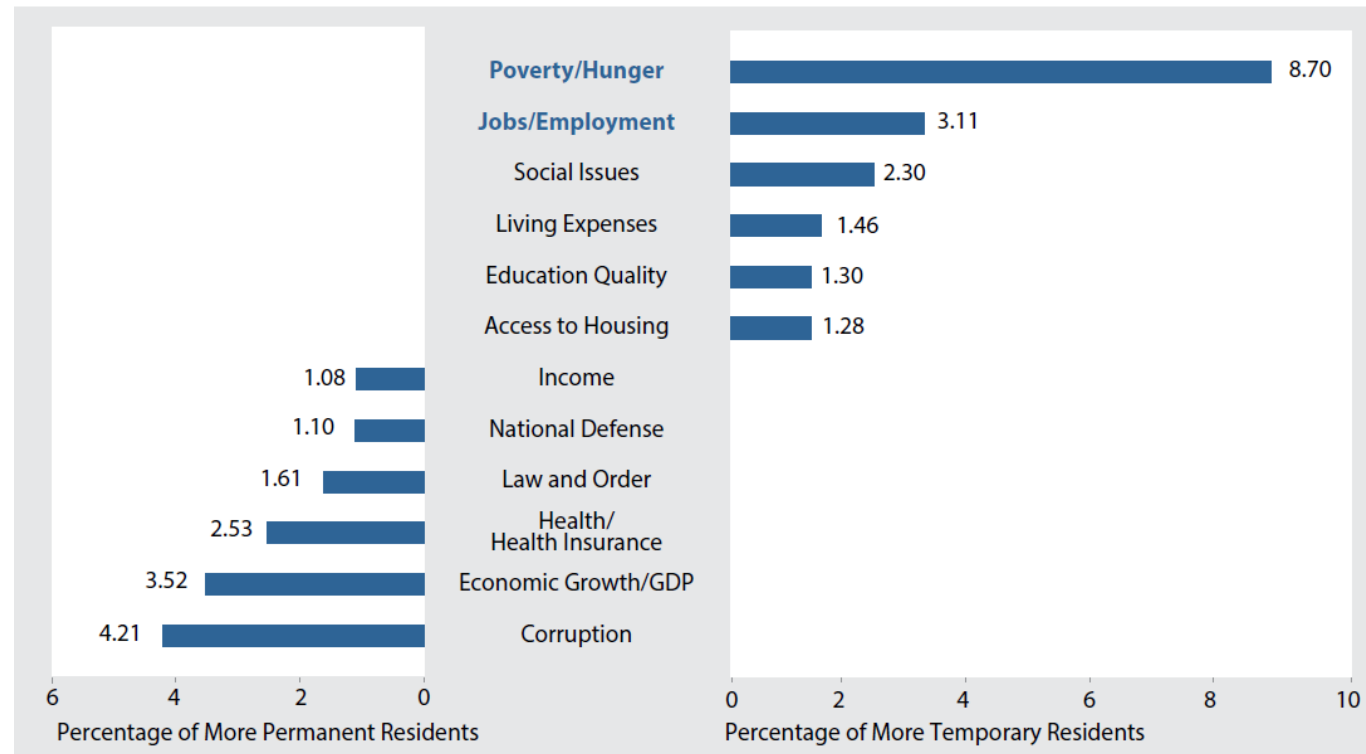
1. Poverty and hunger
2. Jobs and employment



Migrants more concerned with poverty and employment than permanent residents

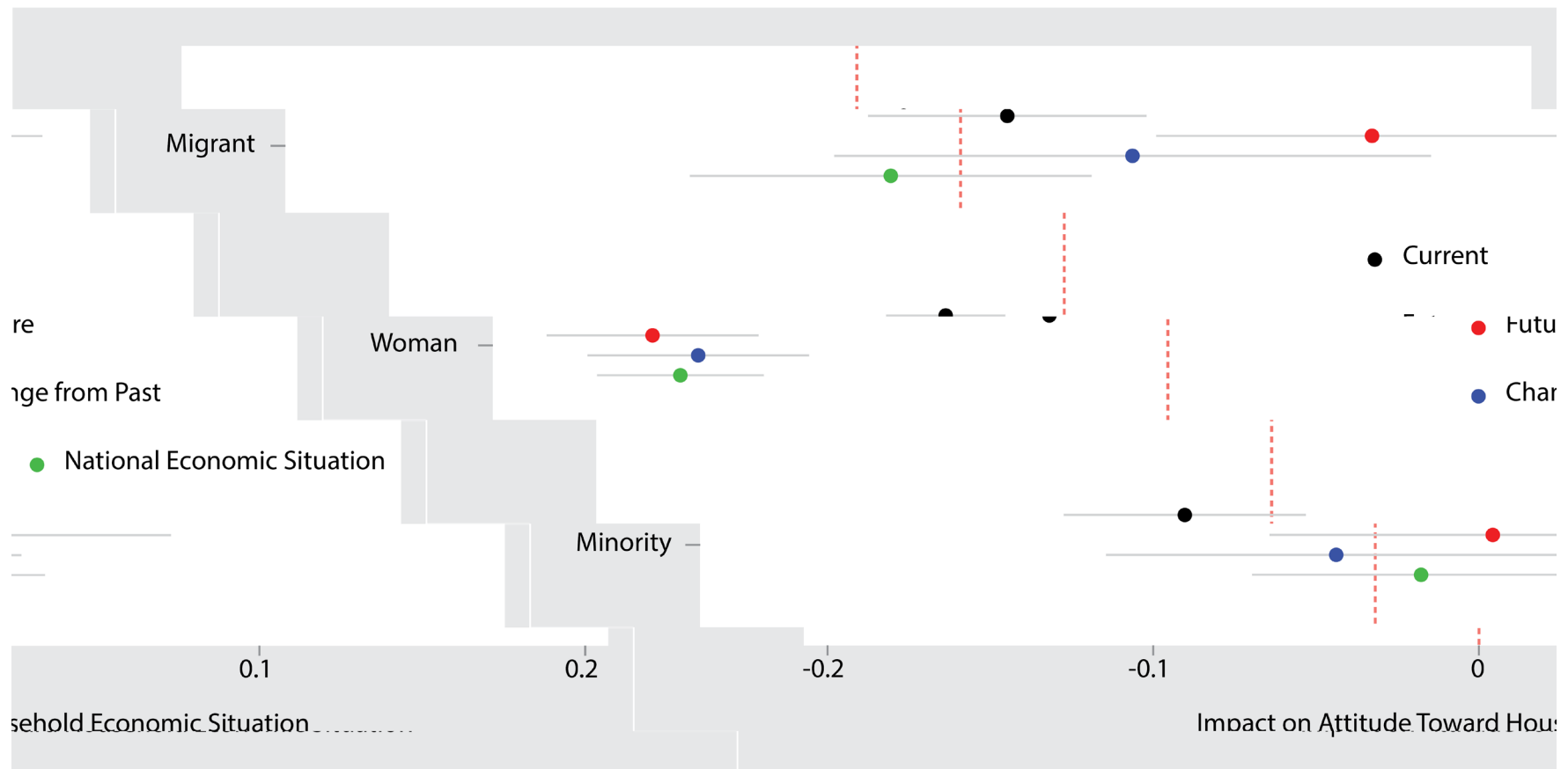
Temporary residents were more concerned with the following issues than permanent residents:

1. Poverty and hunger first,
2. Jobs and employment
3. Social issues
4. Living expenses
5. Education quality for children



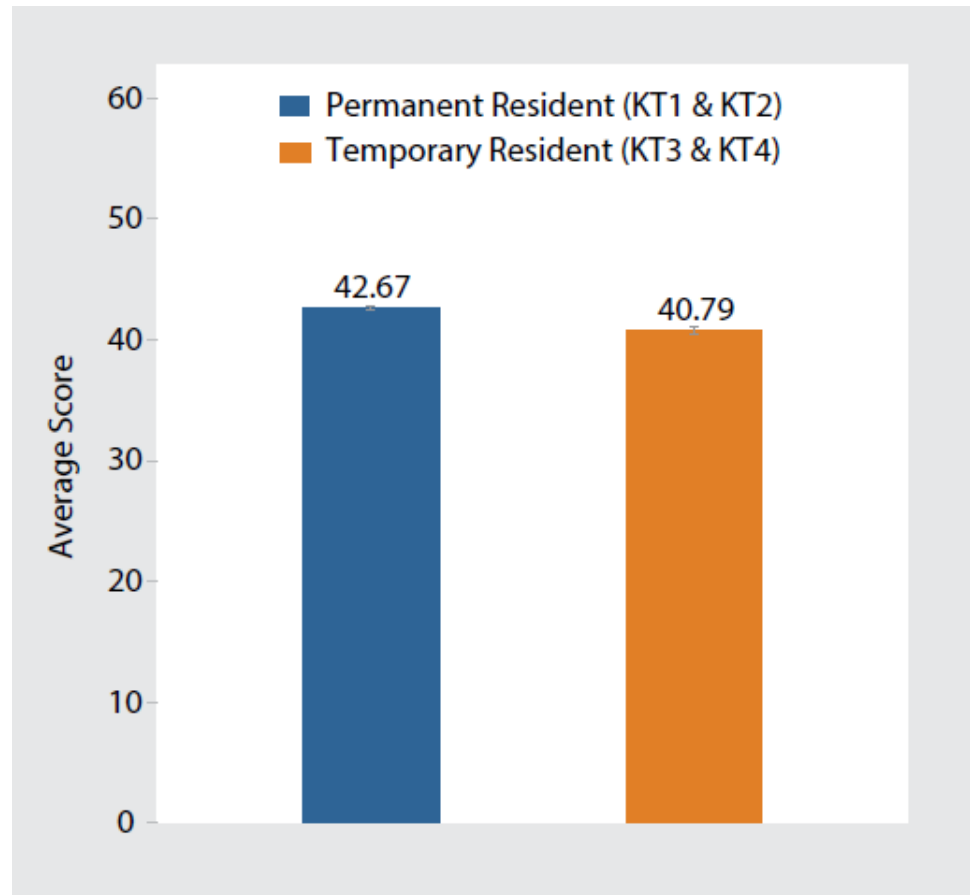
Impact of migrant status on citizen assessment of their current and future economic situations

- Migrants were more positive about their future household economic prospects.
- They were less so about the national economic situation than permanent residents.



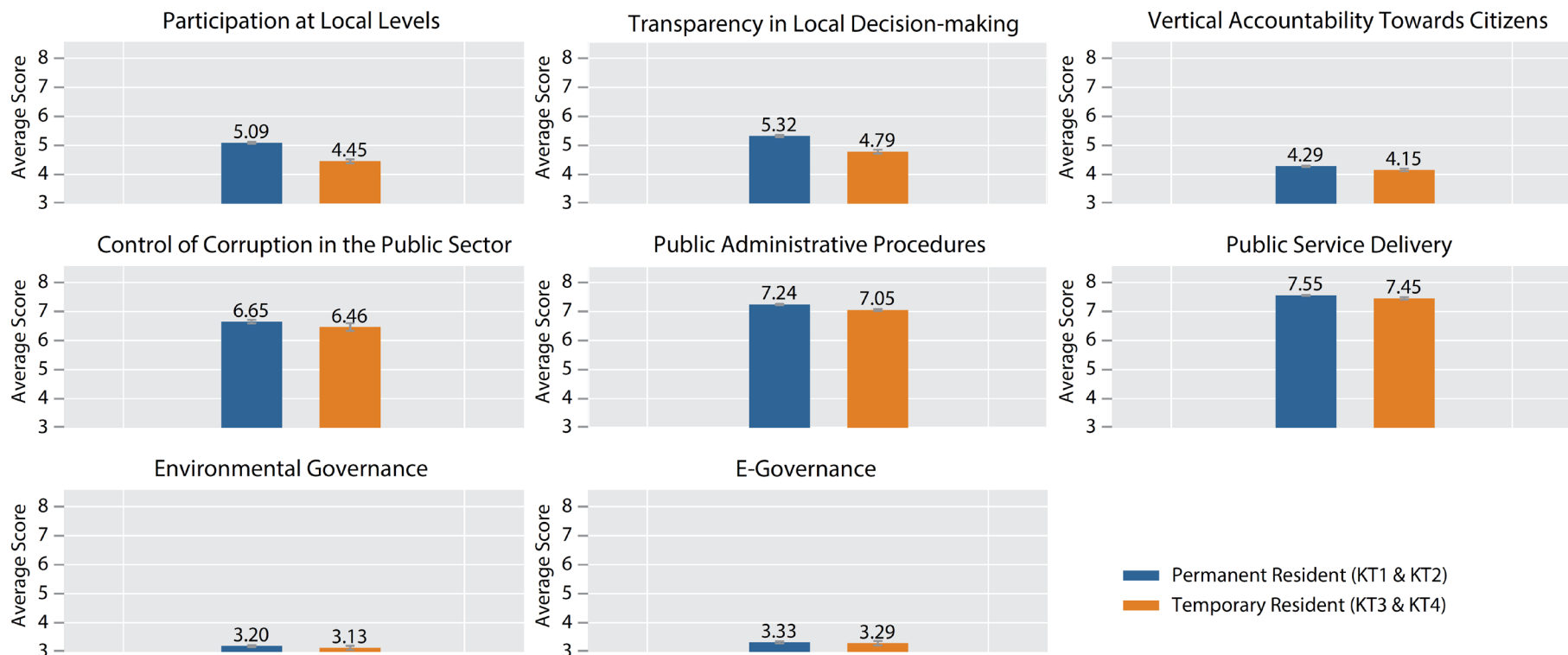
Differences in governance and public administration as experienced by immigrants in migrant-receiving provinces in 2022

- Migrants' assessments in 2022 indicated they encountered sub-par local governance conditions and inferior public services compared to residents, as found in 2020 and 2021.
- The difference of nearly two points is both statistically significant and substantively meaningful.



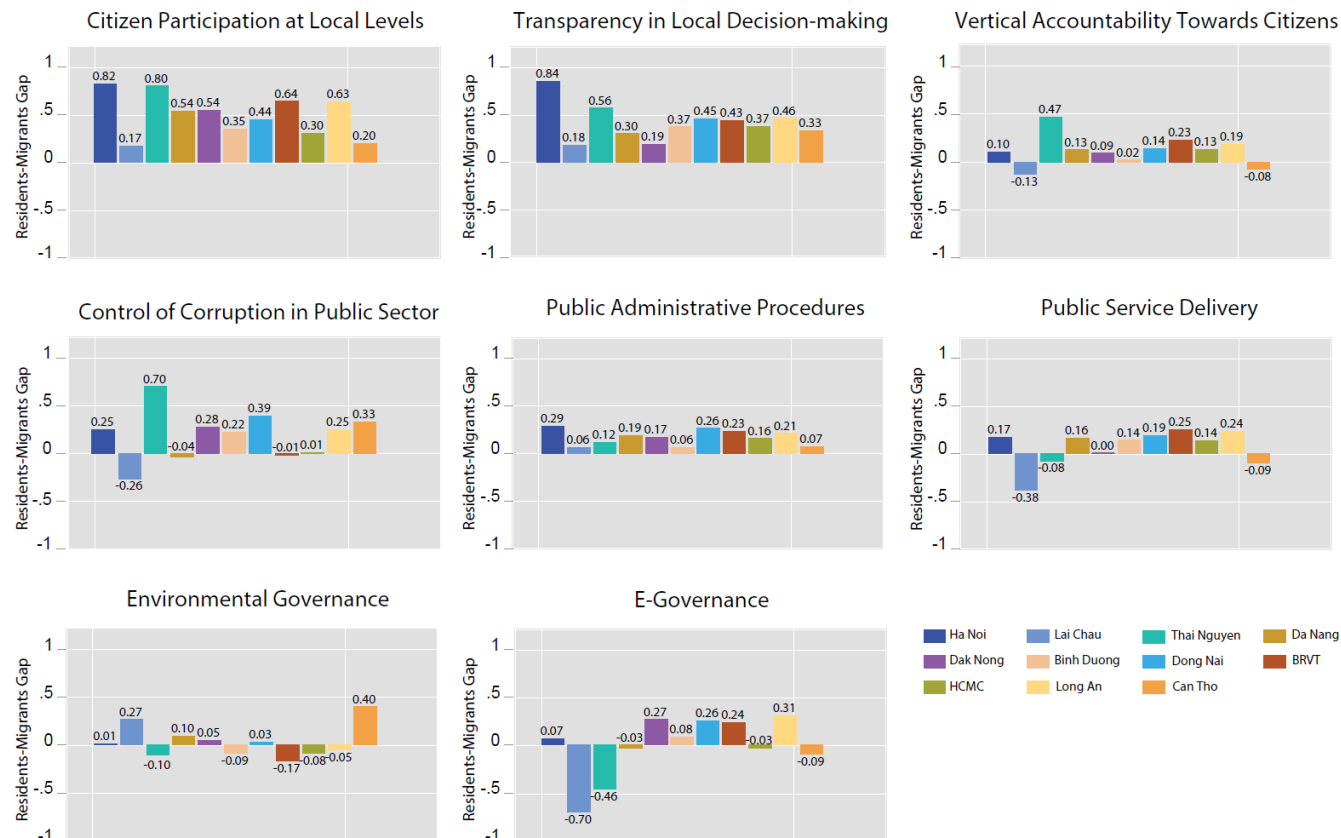
Differences in governance and public administration as experienced by immigrants in migrant-receiving provinces by dimension in 2022

- The resident-migrant differences were the largest in two dimensions: Participation at Local Levels and Transparency in Local Decision-making, similar to 2021's findings.



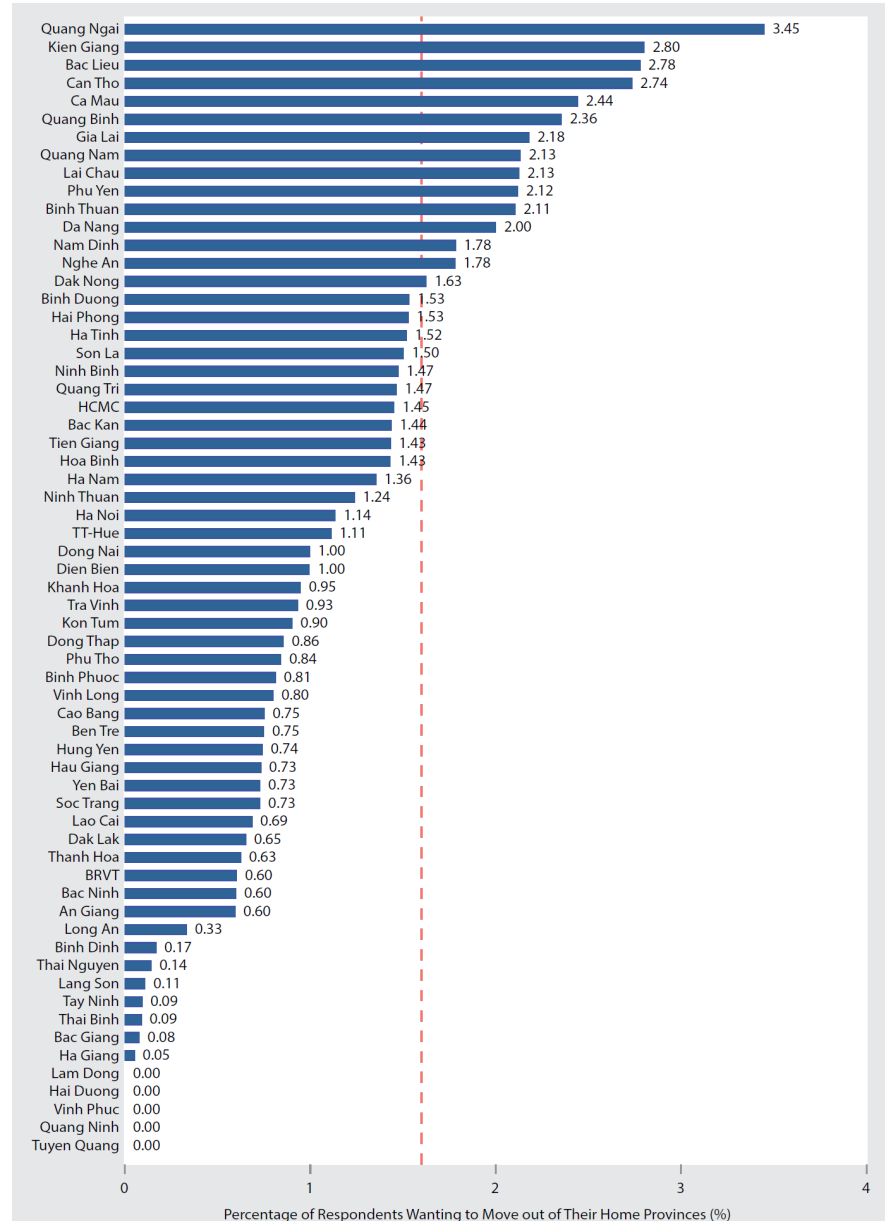
Differences in governance and public administration as experienced by immigrants by migrant-receiving provinces in 2022

- Gaps in Ha Noi are larger with more favourable feedback from residents in Participation at Local Levels, Transparency in Local Decision-making and Public Administrative Procedures.
- Gaps are smallest in Binh Duong. In Lai Chau and Thai Nguyen, migrants had more favourable feedback on E-Governance.



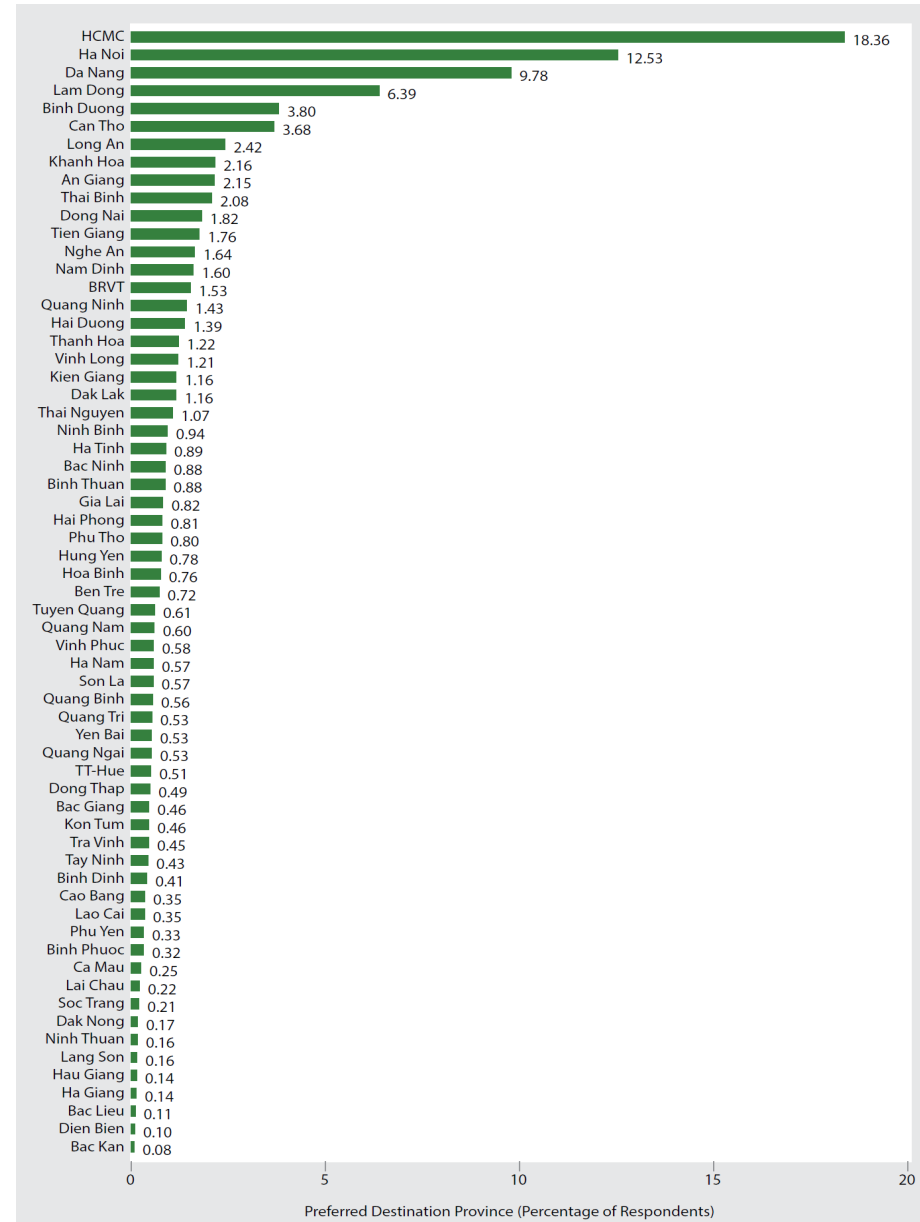
Potential migrant-sending provinces in 2022

- Compared to 2021's findings, about the same number of respondents (~1.6%) nationwide reported an urge to move permanently outside their home province in 2022.
- Quang Ngai emerged as the province with the most citizens (3.45 percent) wanting to migrate domestically.
- Followed by the Mekong River Delta provinces of Kien Giang, Bac Lieu, Can Tho and Ca Mau.



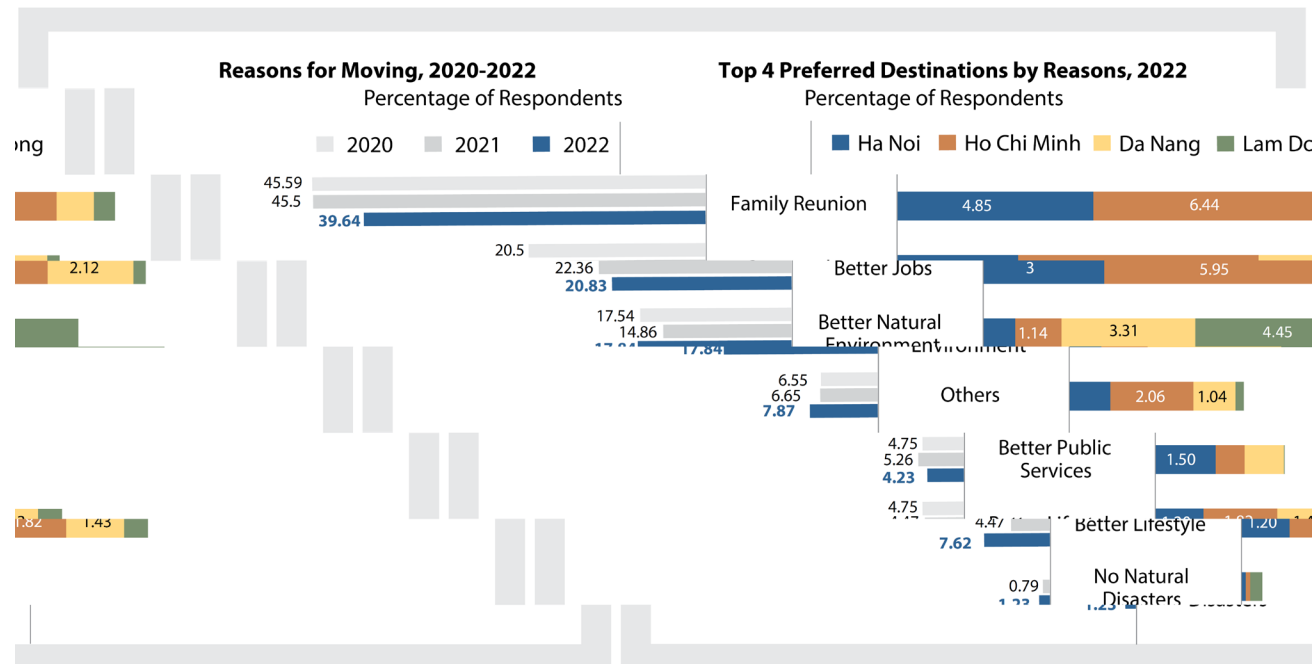
Preferred destinations within Viet Nam for migrants in 2022

- Top five destinations for those wanting to move in 2022 in order of preference:
 1. Ho Chi Minh City,
 2. Ha Noi,
 3. Da Nang
 4. Lam Dong,
 5. Binh Duong (replacing Can Tho to become the fifth most desirable destination in 2022).



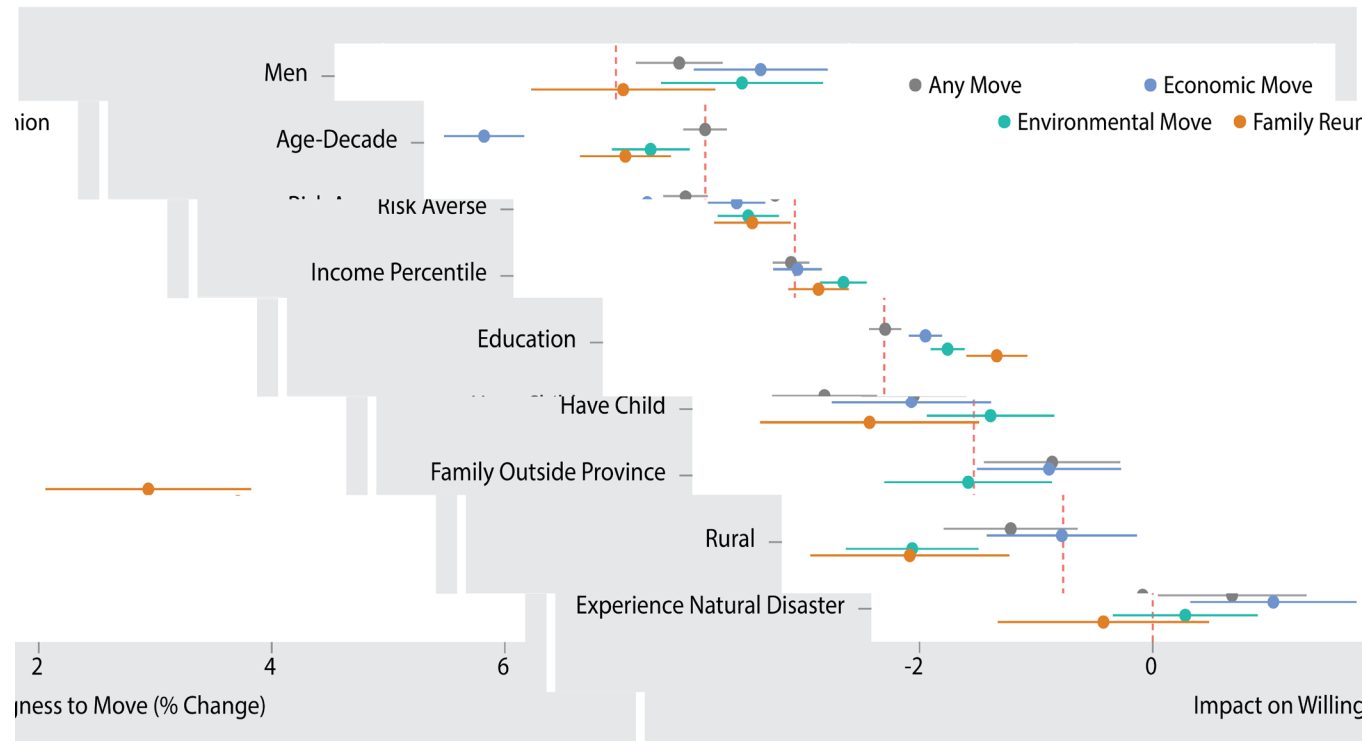
Reasons for wanting to move in 2022

- **Family reunion:** primary reason (Ha Noi and Ho Chi Minh City most frequent)
- **Better jobs:** second most popular (Ho Chi Minh City and Ha Noi most frequent, then Da Nang)
- **Better natural environment:** third most popular (Lam Dong and Da Nang most frequent) – on the rise in 2022



Determinants of domestic migration in 2022

- Men were more willing to move than women for nearly all reasons, except to reunite with families
- Younger people more likely to move, particularly for economic reasons
- The wealthy and educated more likely to move for environmental reasons
- Rural residents less mobile than urban residents



Summary and Implications

- Disparities in governance and public administration experiences remain apparent between temporary and permanent residents in migrant-receiving provinces in 2022, as in 2020 and 2021.
- The findings highlight the need for efforts from migrant-receiving provinces' governments to bridge gaps to ensure migrants can fully realize their rights and achieve equality with residents of receiving communities.
- Addressing migrants' immediate concerns related to poverty, employment, and education can contribute to their overall well-being and facilitate their integration into receiving communities.





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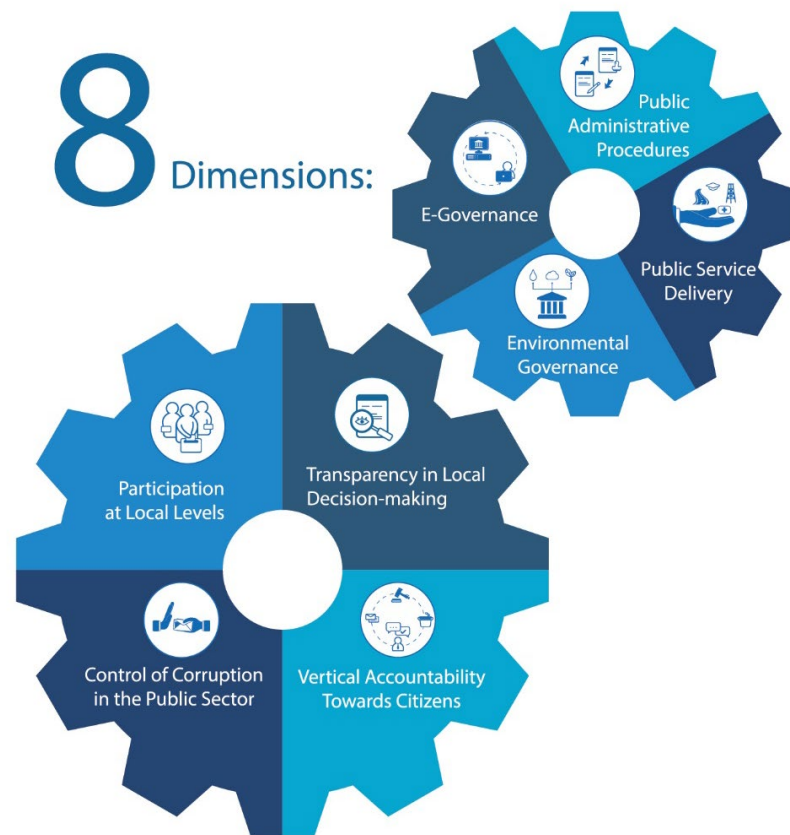
2022 Provincial Performance in Governance and Public Administration: Mind the Gaps

Presented by **Dr. Đặng Hoàng Giang**, PAPI Research Team Member



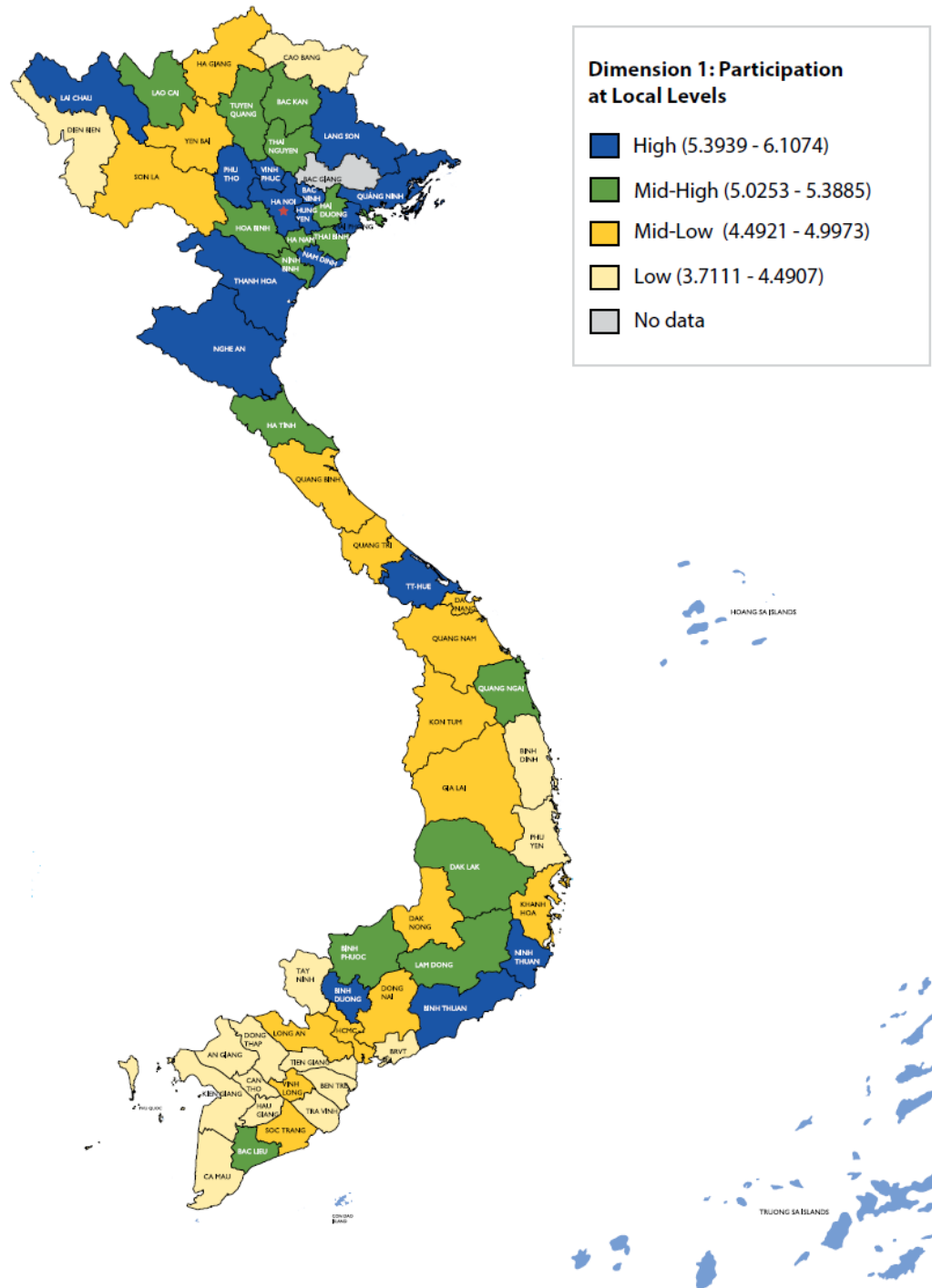
Contents

- 2022 PAPI findings at the dimensional, sub-dimensional and indicator levels and 2021-2022 trends
- 2022 PAPI findings at the aggregate level
- Summary and implications: Mind the gaps



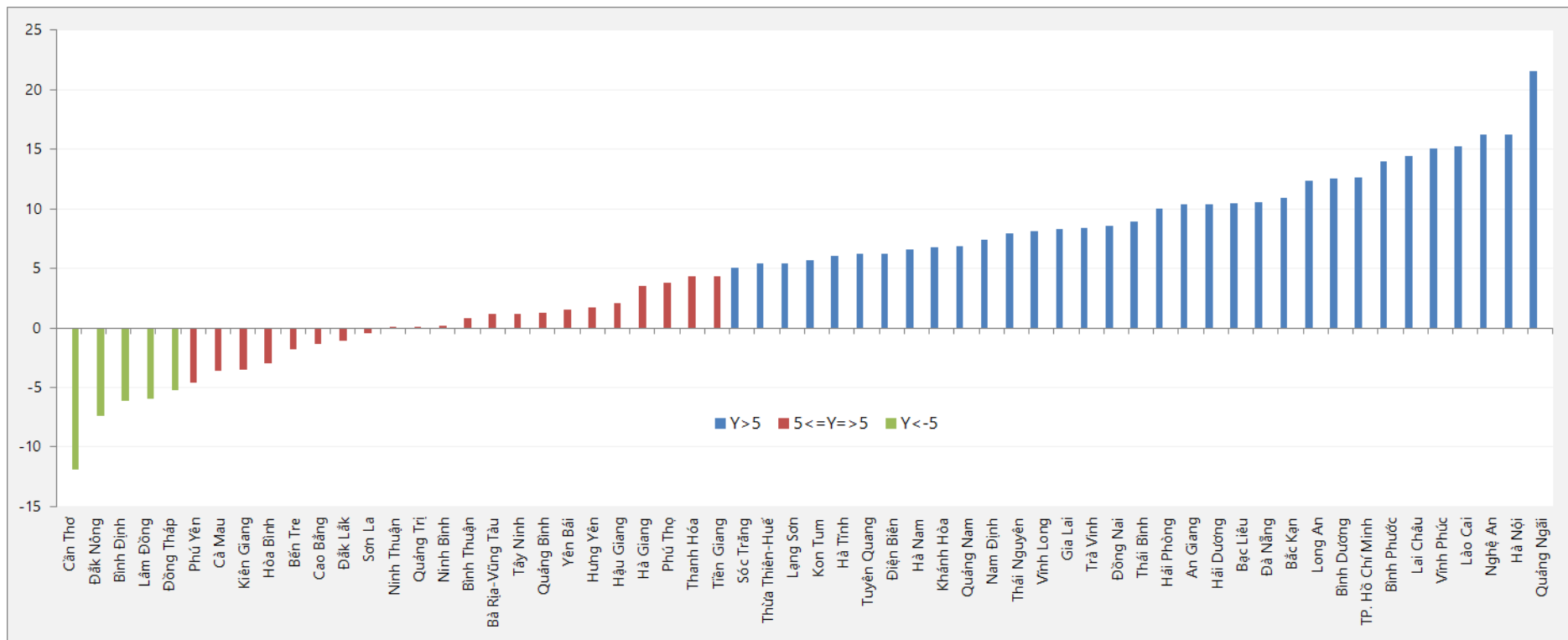
Dimension 1: Participation at Local Levels

- All provinces scored between 3.71 and 6.11 points on the 1-10-point scale.
- Provinces in the north tended to perform better in this dimension than those in the south.
- In the High quartile group, seven provinces are from the Red River Delta region and four from the Northern Mid-land and Mountainous region.
- Some provinces in the Southcentral Coastal region emerged in the top quartile.



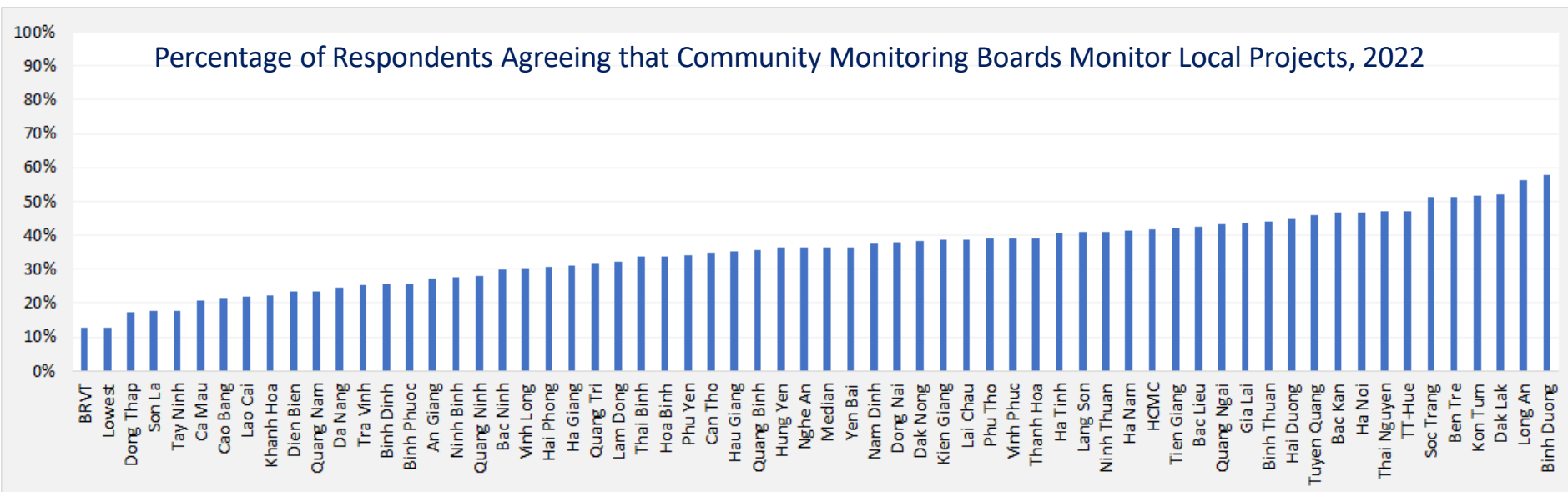
Significant improvement in half of all provinces

- When compared with 2021's findings, 33 provinces made positive and significant changes in 2022, while only five provinces saw scores decline markedly.
- The remainder of the 22 provinces did not experience significant changes.



Citizens not yet involved in oversight of local project implementation

- Local infrastructure projects did not benefit from citizens' oversight, as the percentage of respondents noting that local Community Investment Supervision Boards were in place to monitor projects with citizens' voluntary contributions was **below 50% in 56 provinces**, and **below 60% in all provinces**.

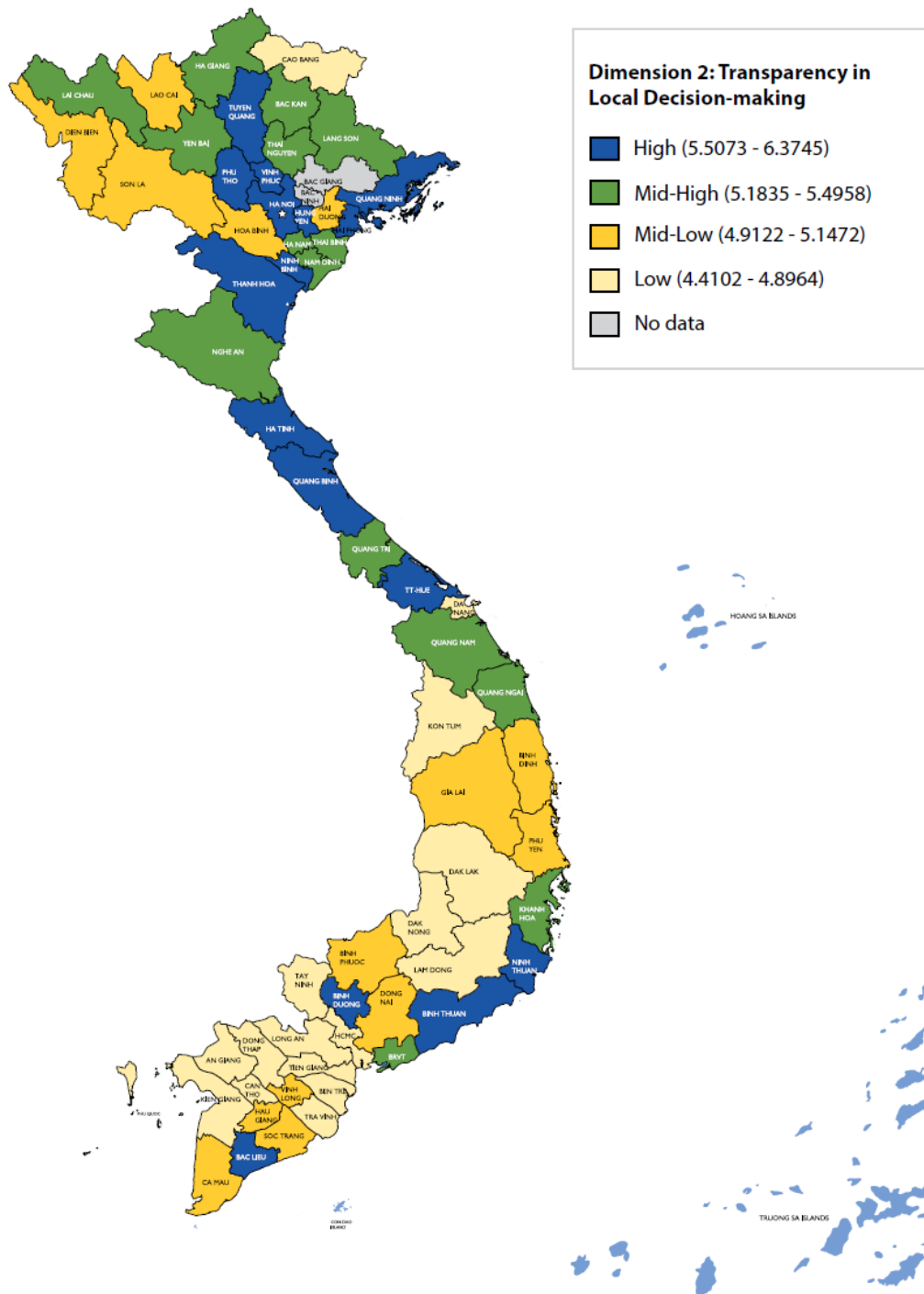


Re-ordered by numbers from smallest to largest.

() Data from Bac Giang and Bac Ninh are not included in some dimensions for their manipulated extreme outlier values.*

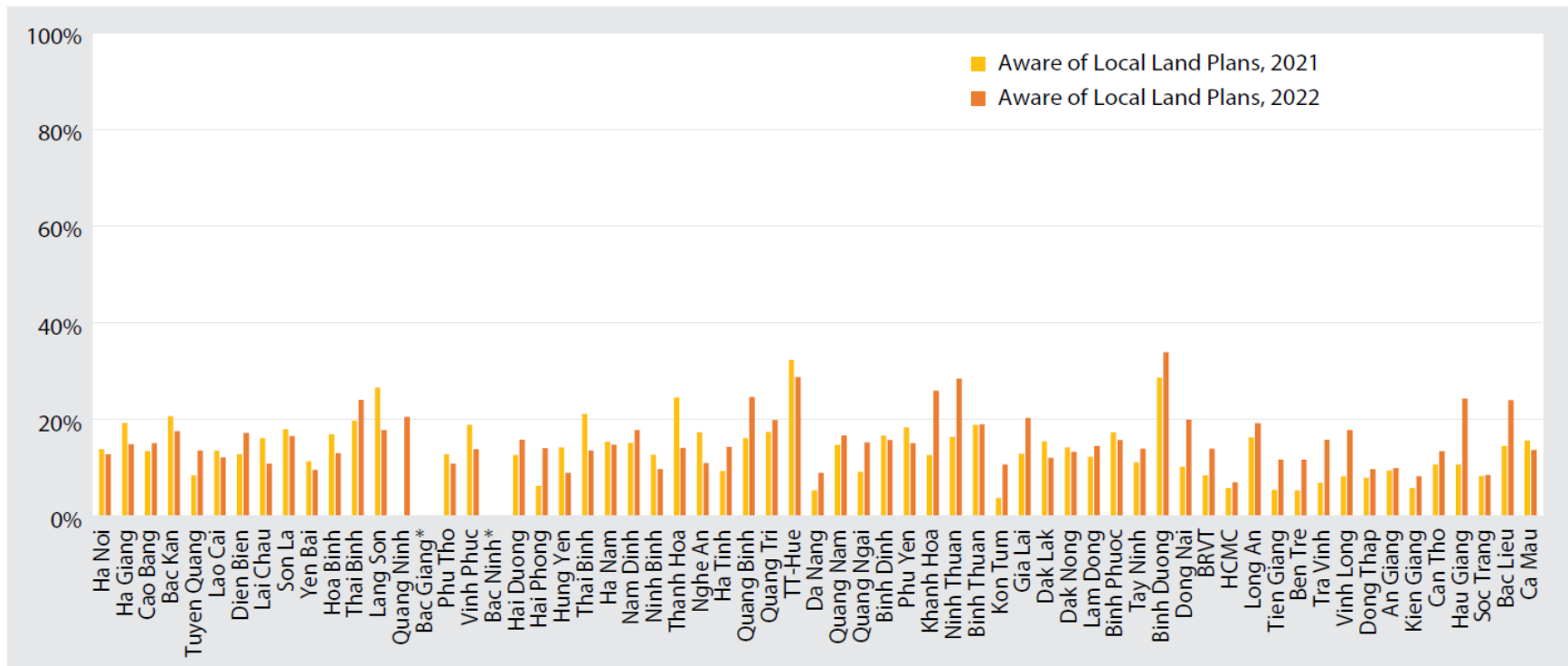
Dimension 2: Transparency in Local Decision-making

- All provinces scored between 4.41 to 6.37 points on the 1–10-point scale.
- Provinces in the Red River Delta and the North Central and Central Coastal regions tended to perform better in Dimension 2.
- Poorer performing provinces concentrate more in the Central Highlands (4/5 provinces in the Low quartile) and the Mekong River Delta region (8/13 provinces in the Low quartile) .



Citizens' access to information about local land plans in 2022 remained limited in all provinces

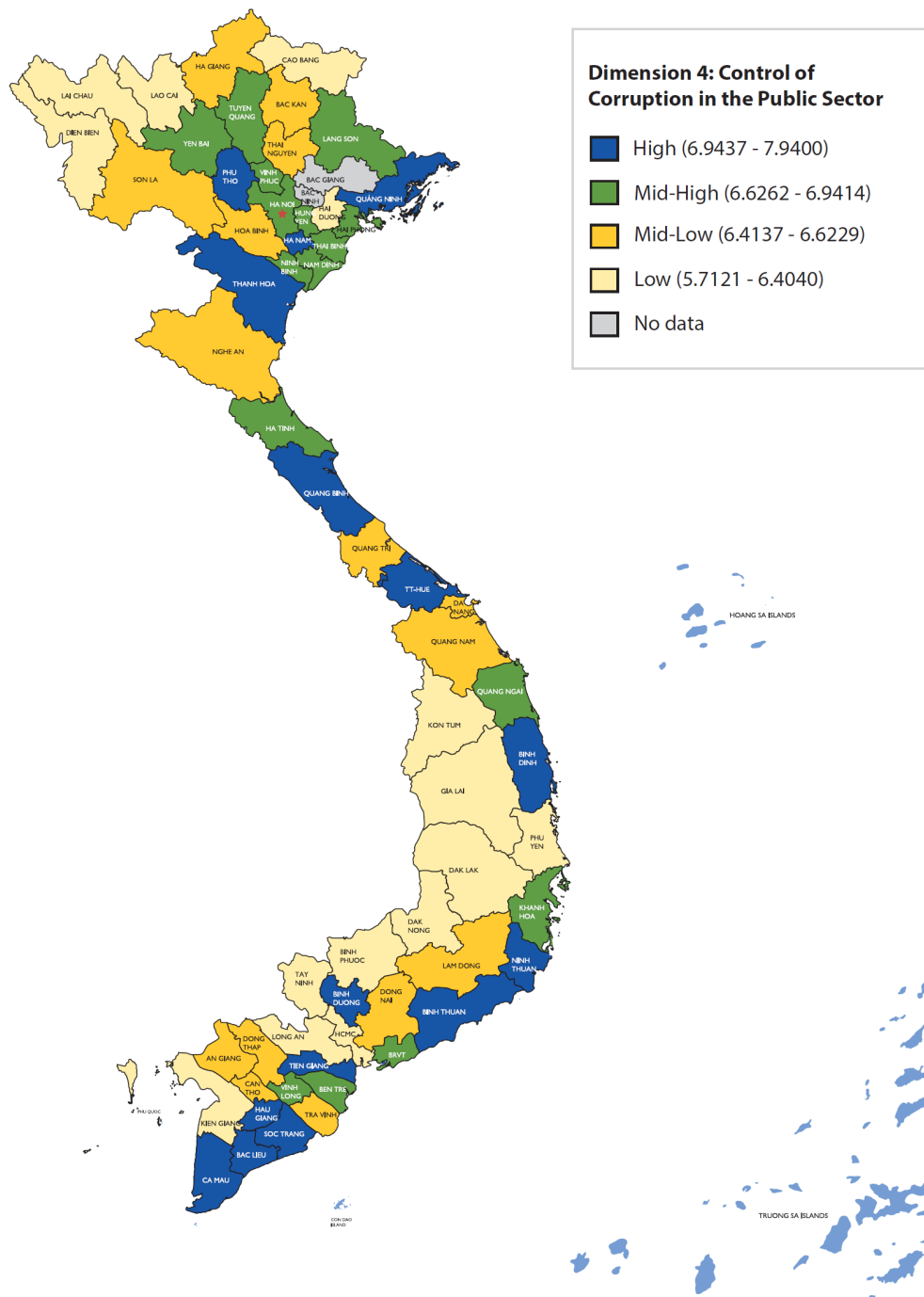
- The percentages of respondents gaining awareness of such information ranged from 7% to 34% in 61 provinces.
- Only 8 provinces had a proportion exceeding 20%.



(*) Data from Bac Giang and Bac Ninh are not included in some dimensions for their manipulated extreme outlier values.

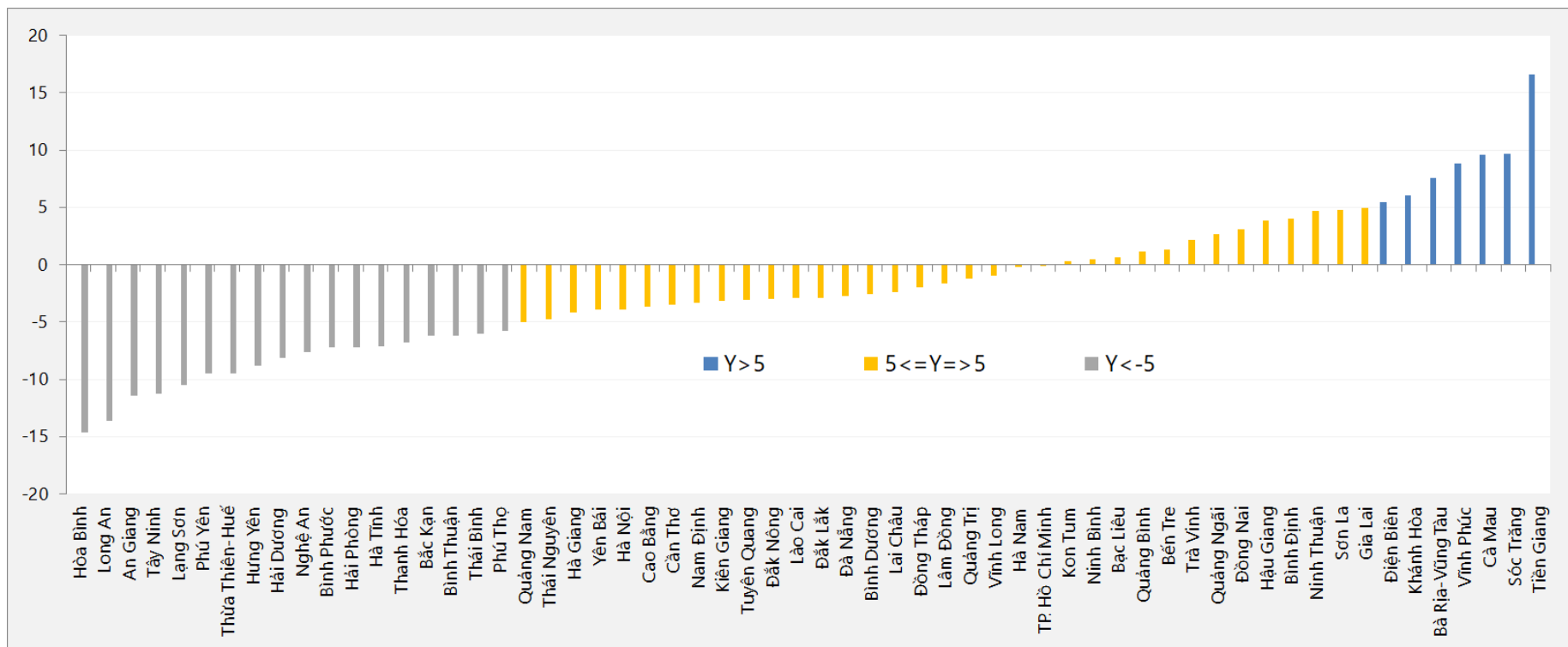
Dimension 4: Control of Corruption in the Public Sector

- All provinces scored between 5.71 and 7.94 points on the 1-10-point scale.
- Unlike the previous three dimensions, more provinces from the Mekong River Delta region emerged to the high-performing group in this dimension.
- Meanwhile, provinces from the Northern Mid-land and Mountainous region and Central Highlands joined the low-performing group in 2022.



Significant change in provincial performance in control of corruption over two years 2021-2022 seen in only 7 provinces

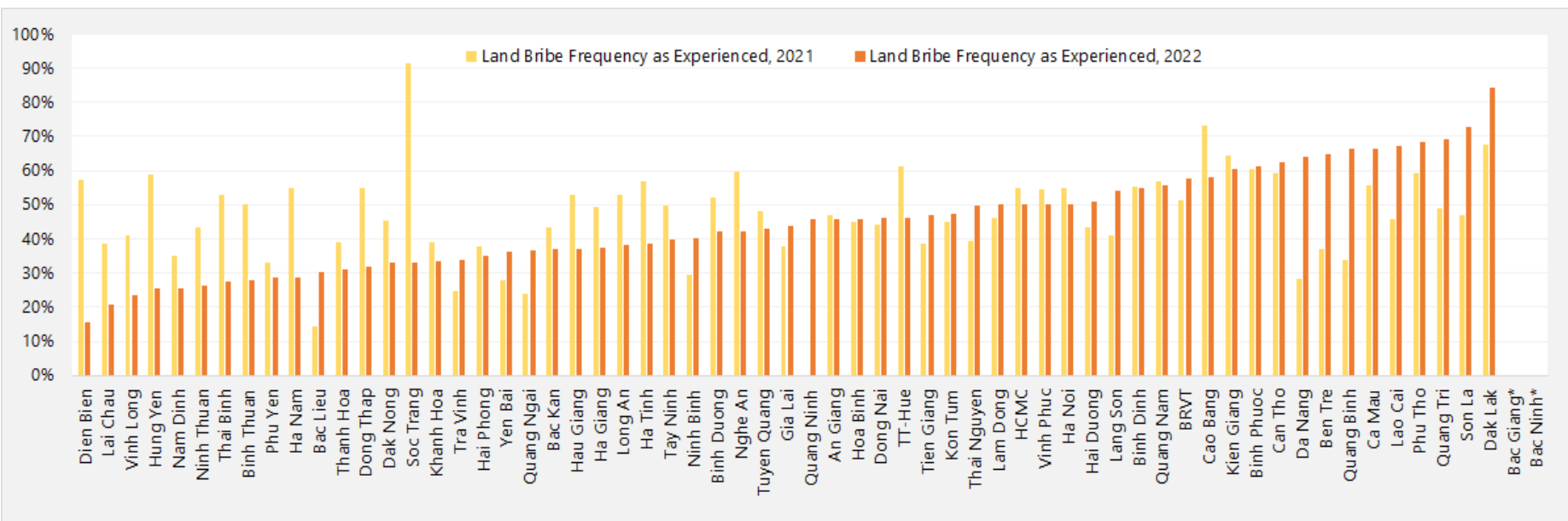
- Tien Giang, Soc Trang, Ca Mau, Vinh Phuc, BRVT, Khanh Hoa and Dien Bien made significant progress in 2022 compared to their performances in 2021
- 18 provinces saw a decline of more than 5 percentage points over the two years, with the largest drop of 14.65 percent seen by Hoa Binh



(*) Data from Bac Giang and Bac Ninh are not included in some dimensions for their manipulated extreme outlier values.

Bribe-taking in handling administrative procedures for land titles remains prevalent

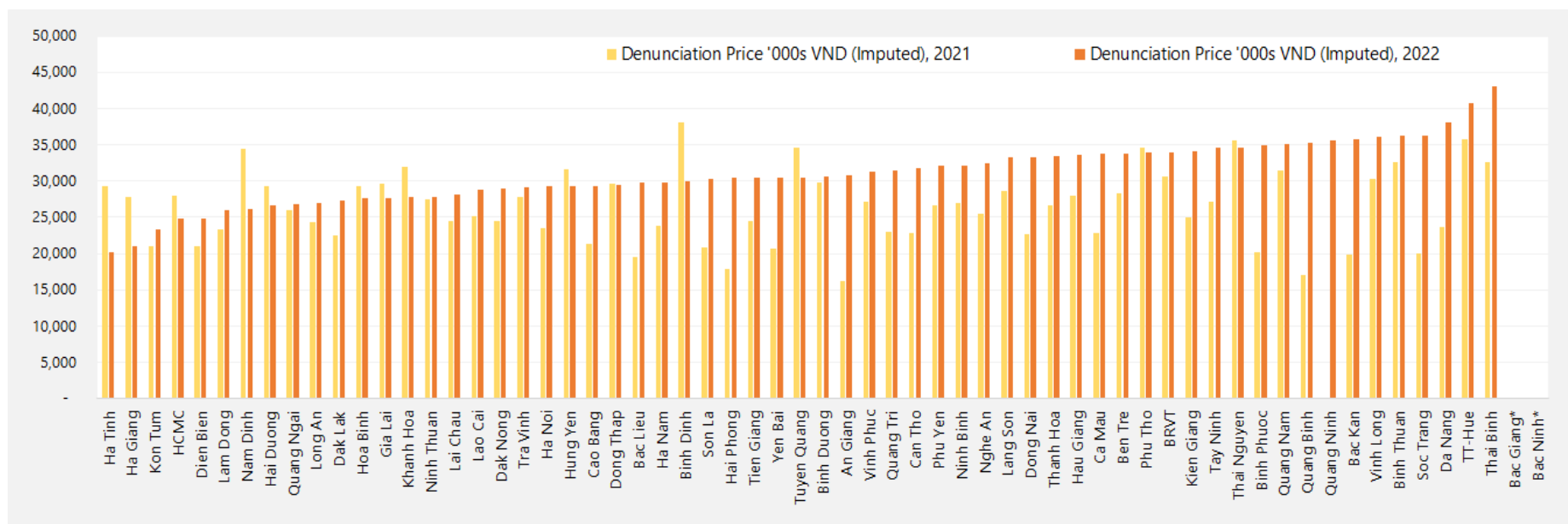
- The proportions of applicants for LURCs who paid a bribe remain higher than 15% across all provinces, with that ranging from 40% to 90% in 35 provinces.
- The problem of bribing for LURCs was more serious in poorer provinces like Dak Lak, Quang Tri and Son La.
- Seven provinces (Binh Thuan, Dien Bien, Dong Thap, Ha Nam, Hung Yen, Soc Trang and Thai Binh) saw a decline by more than 20 percent over the two years.



Re-ordered by 2022 numbers from smallest to largest.
 (*) Data from Bac Giang and Bac Ninh are not included in some dimensions for their manipulated extreme outlier values.

Citizens' levels of tolerance of bribe-taking acts remain high

- Mean bribe-taking amounts at which citizens would start denouncing by province range between VND 20 million and VND 43 million.
- From 2021-2022, the level of tolerance decreased in only 14 provinces. Largest decline of more than VND 5 million seen in 4 provinces of Ha Tinh, Nam Dinh, Binh Dinh and Ha Giang.
- Citizens in income-poor provinces of Quang Binh, Soc Trang and Bac Kan were the most tolerant: the bribe amounts leading to possible denunciation in 2022 increased by at least VND 15 million compared to that in 2021.

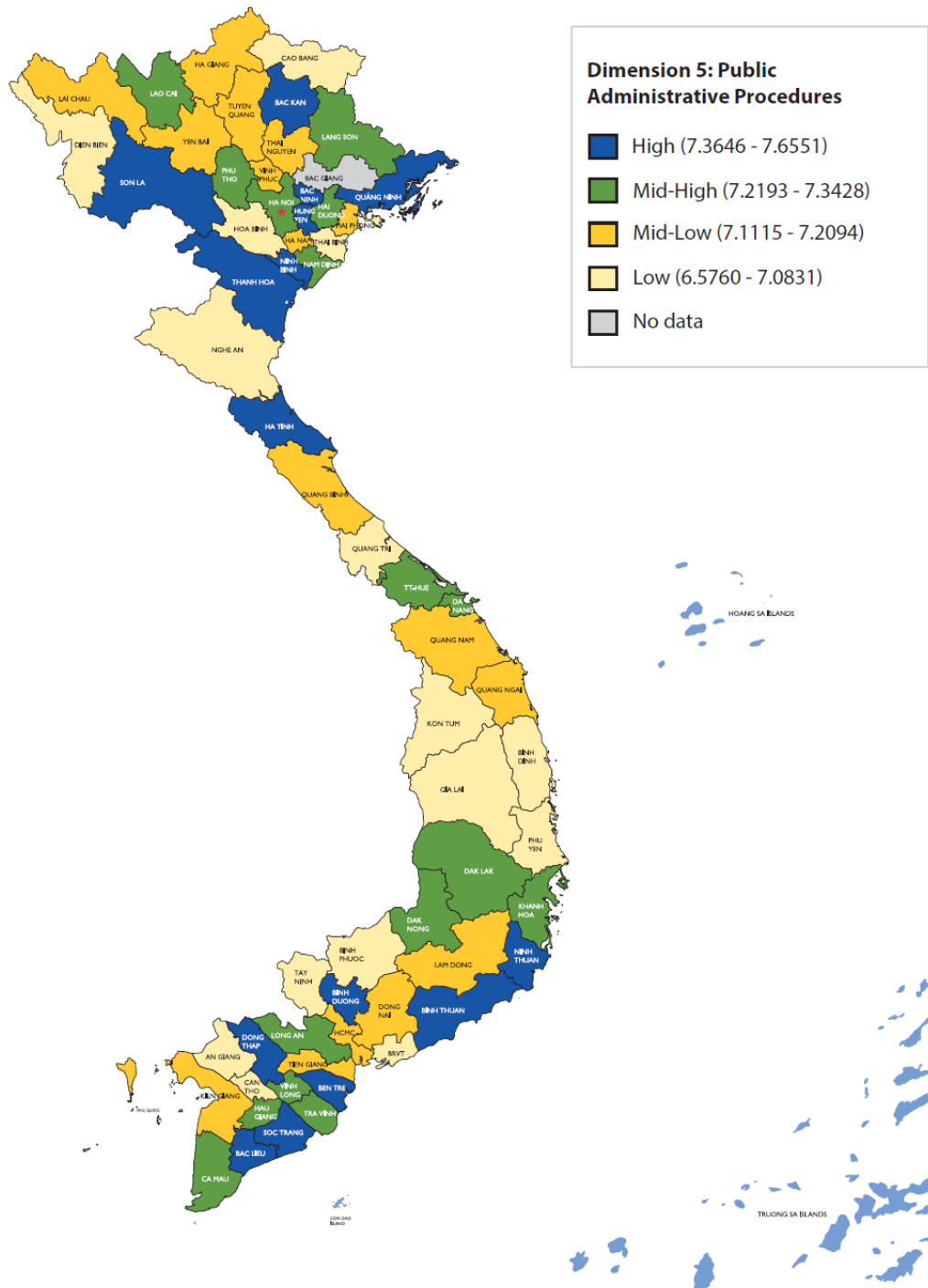


Re-ordered by 2022 numbers from smallest to largest.

(*) Data from Bac Giang and Bac Ninh are not included in some dimensions for their manipulated extreme outlier values.

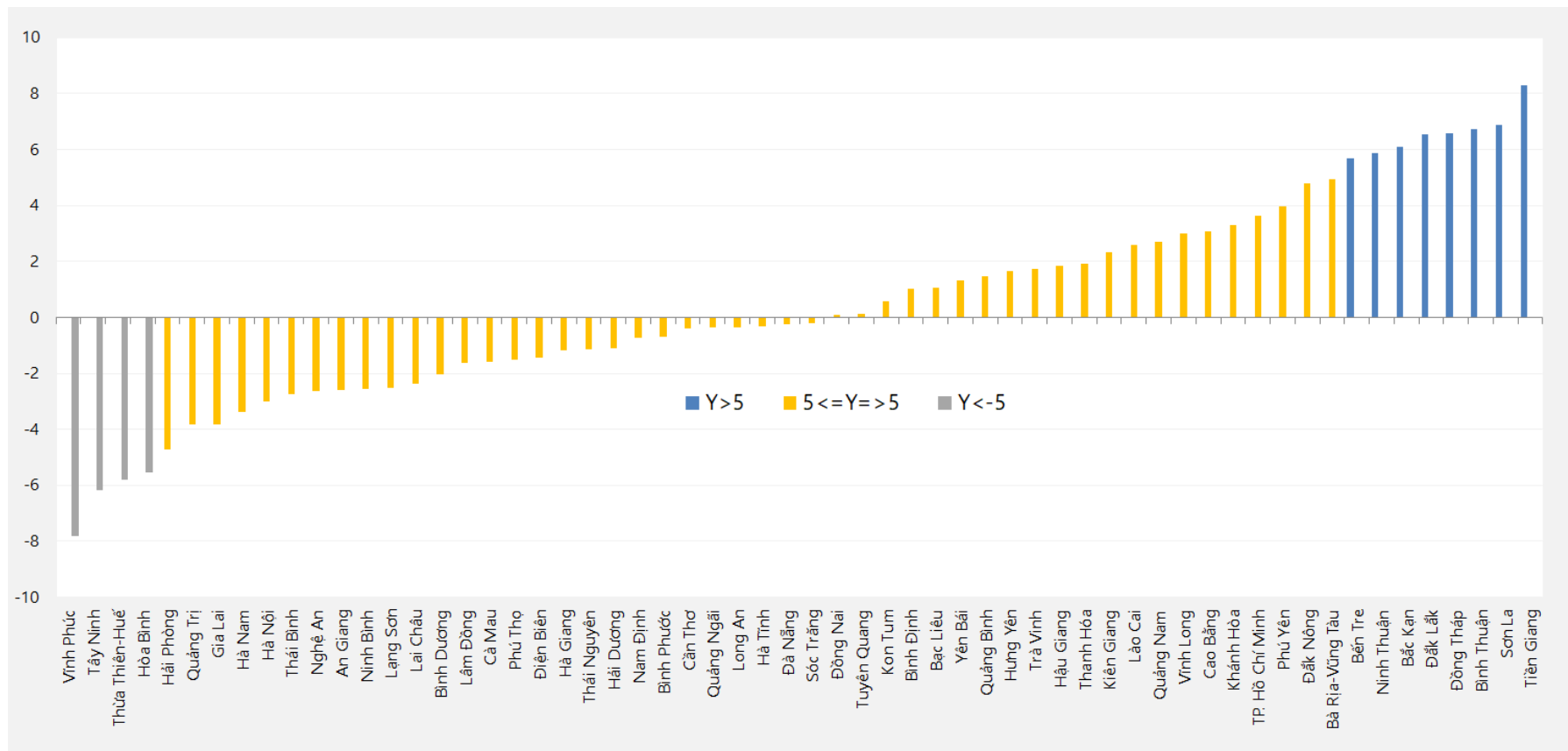
Dimension 5: Public Administrative Procedures

- Provincial scores in 2022 ranged from 6.58 to 7.66 points on a scale from 1-10 points in 2022, a little lower than those in 2021.
- Half of 32 provinces in the High and Mid-high quartiles are from the Red River Delta and the Mekong River Delta regions.
- Poorer performing provinces are found in the Northern Mid-land and Mountainous region and the Central Highlands.



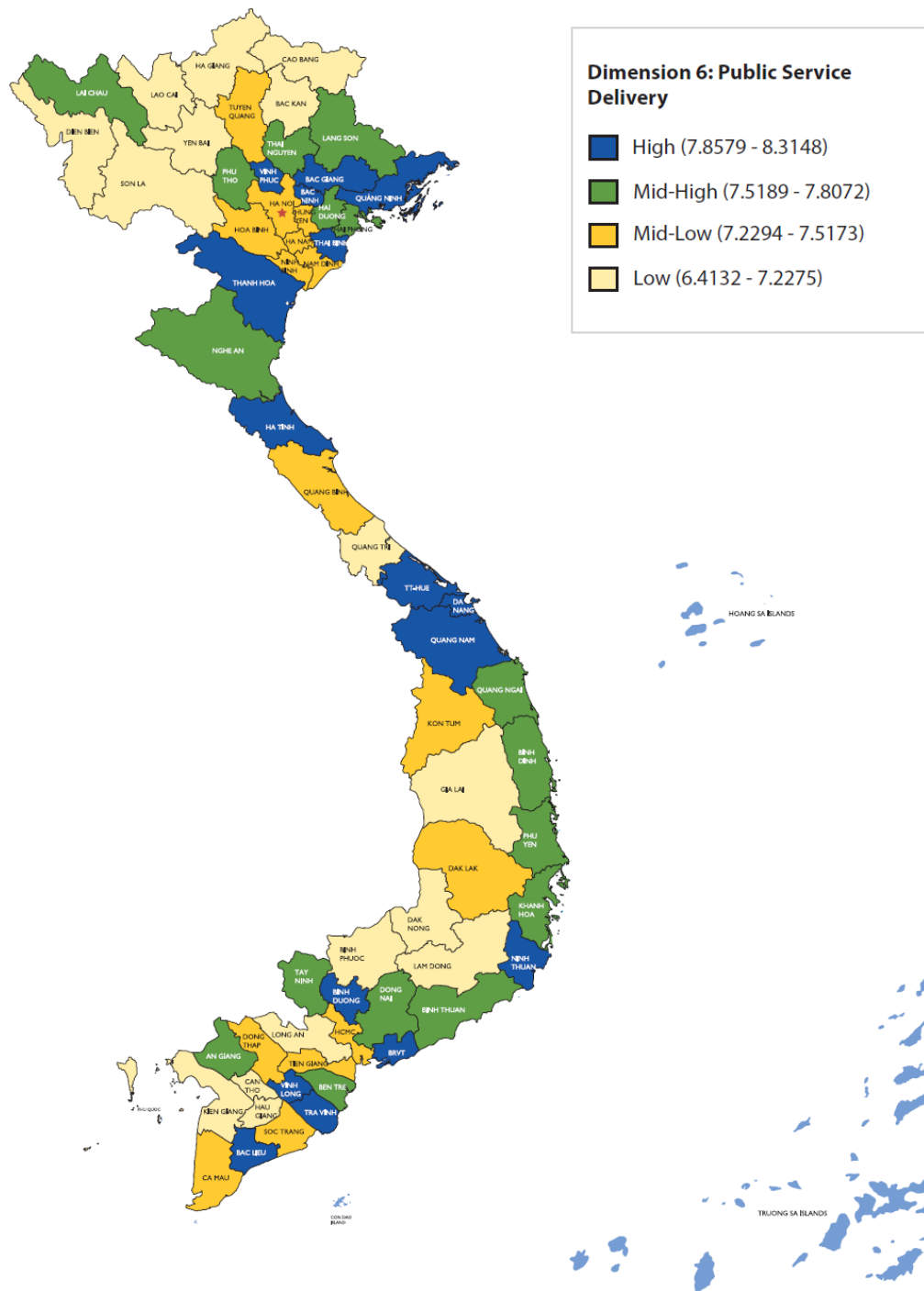
Little change made in 48 provinces each in 2022 compared to their scores in 2021

- 8 provinces made significant improvements, with Tien Giang making the most impressive progress at a growth rate of 8.3 percentage points
- 4 provinces (Vinh Phuc, Tay Ninh, Thua Thien-Hue and Hoa Binh) made a regression of greater than 5 percentage points each



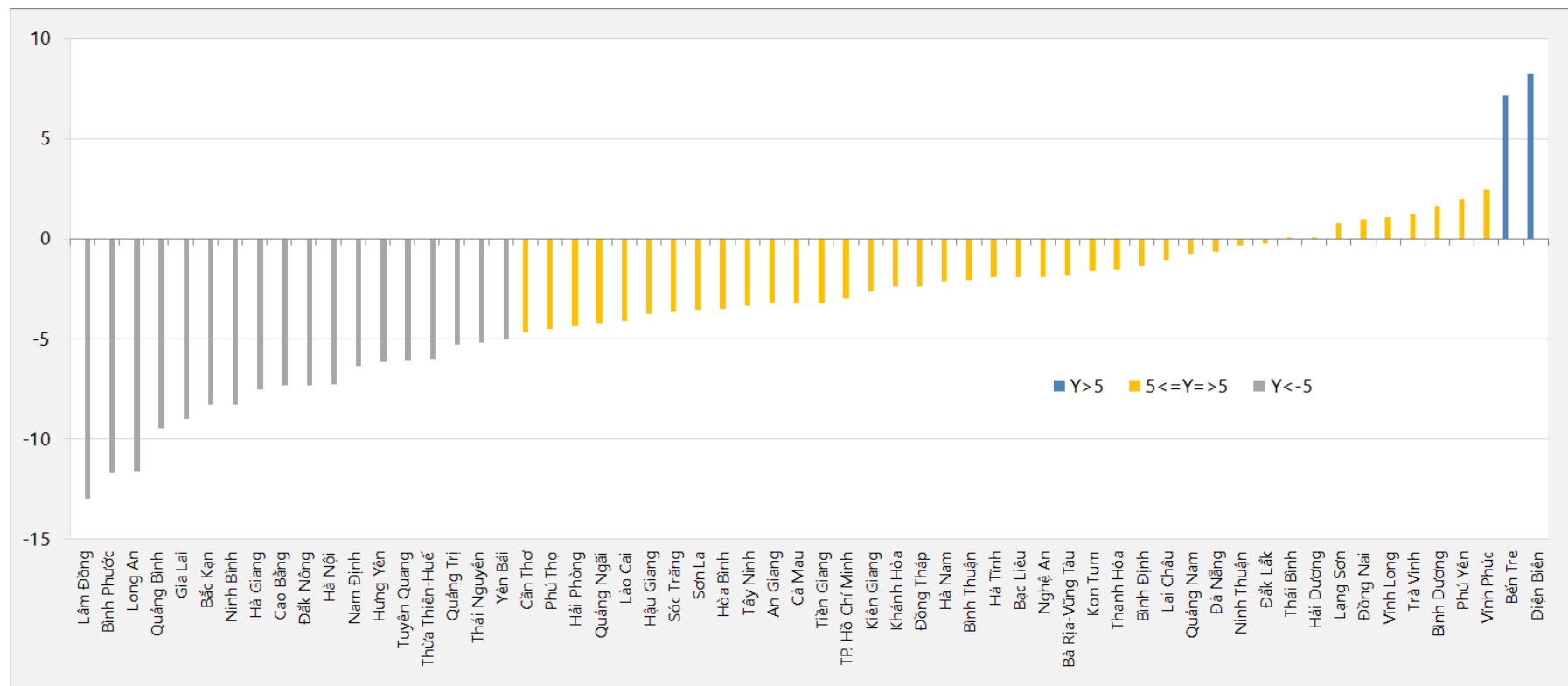
Dimension 6: Public Service Delivery

- Provincial scores in 2022 ranged between 6.41 to 8.31 points on the 1-10-point scale, lower than in 2021 for this dimension.
- Provinces in the High and Mid-High quartiles in this dimension are mainly found in the Red River Delta and the Northcentral and Central Coastal regions.
- Still, poorer provinces in the Northern Mid-land and Mountainous and the Central Highlands regions remain left behind.



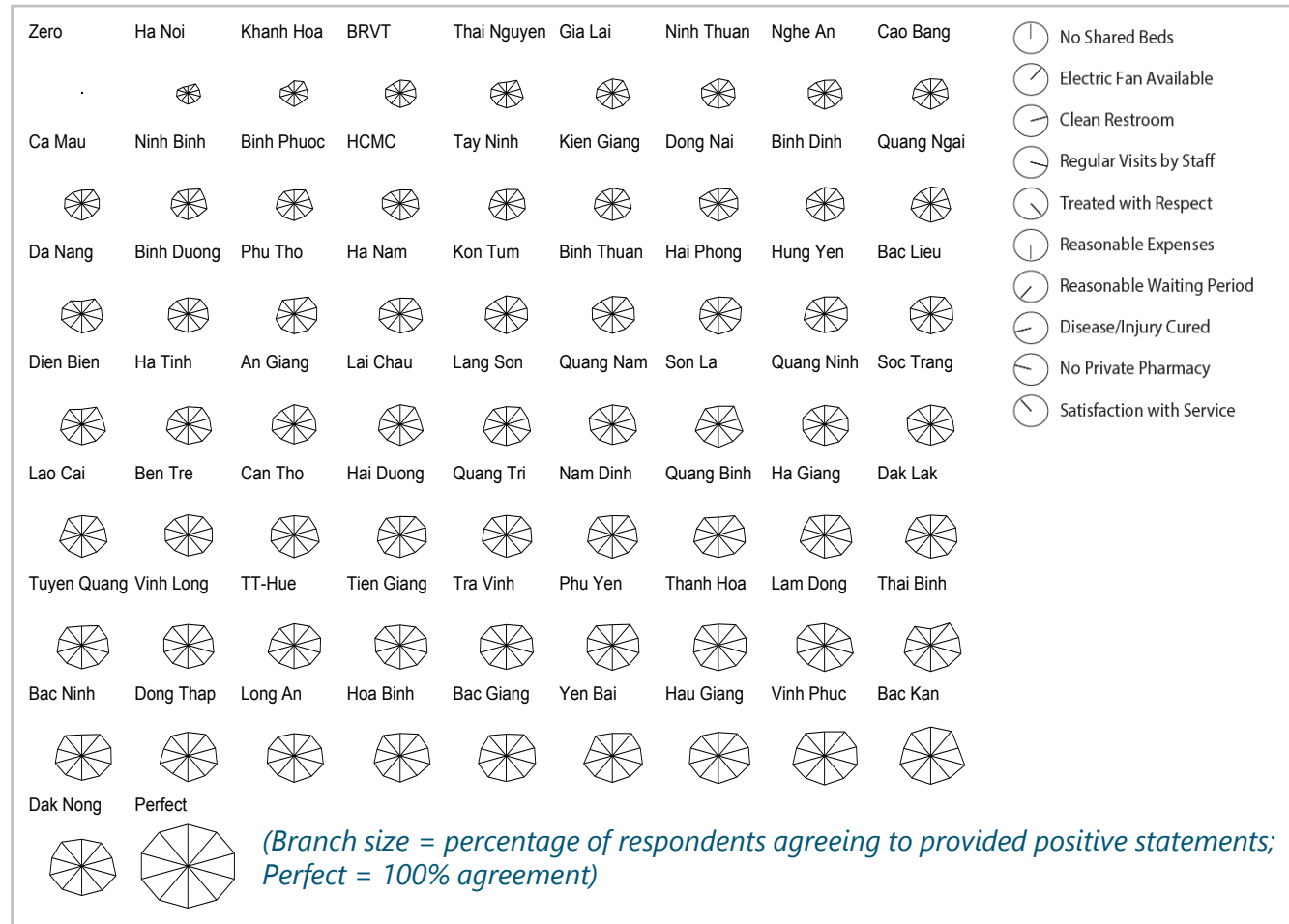
Stagnation seen in 40 provinces each in 2022 compared to their scores in 2021

- Only 2 provinces (Dien Bien and Ben Tre) received significantly higher scores in 2022 than 2021
- 18 provinces saw large declines from their 2021 scores



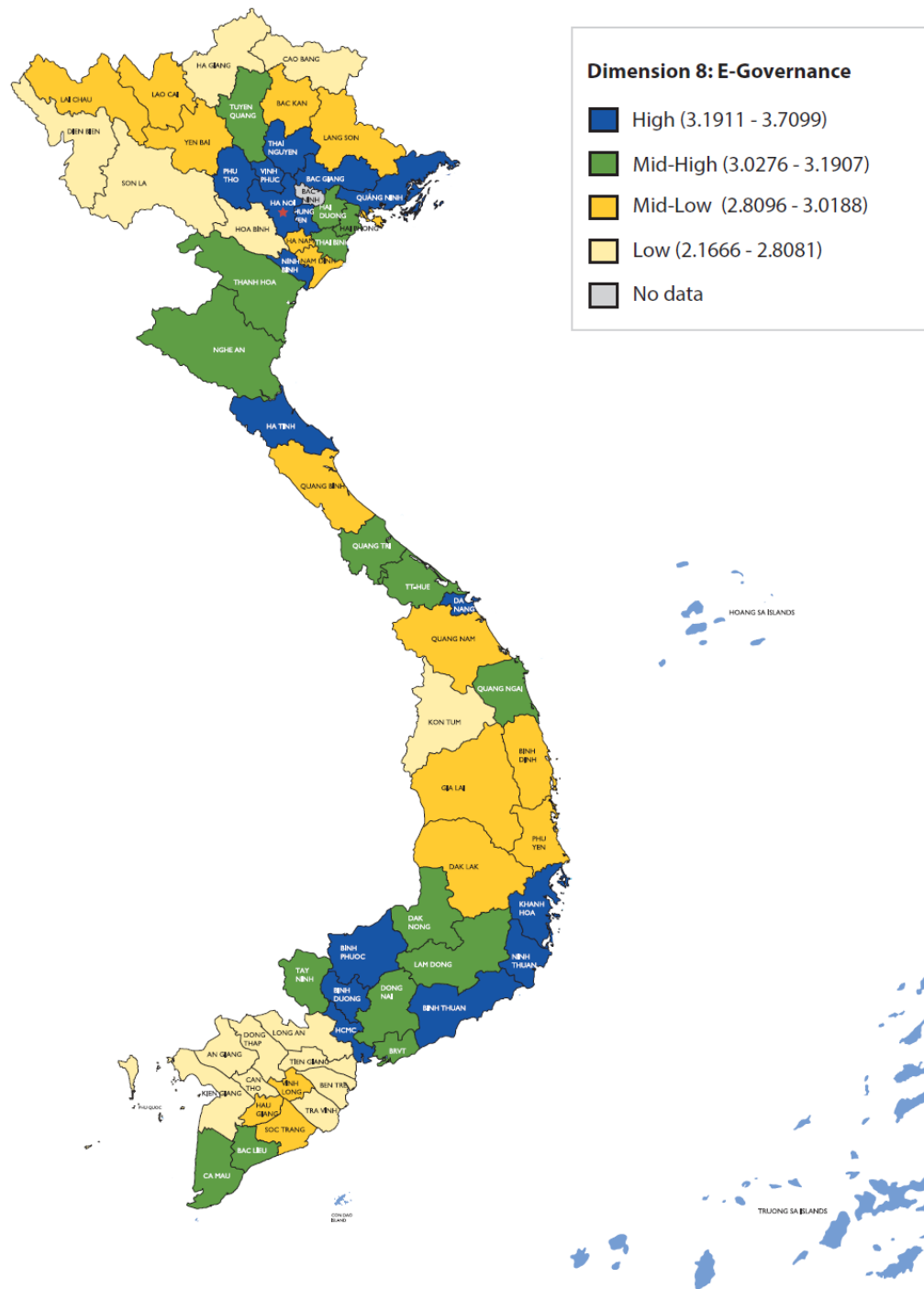
Public district hospitals in all provinces need to be upgraded when rated against the 10 criteria

- Respondents in BRVT, Ha Noi, and Khanh Hoa gave extremely low scores for their public district hospitals.
- Users of hospitals at top-performing provinces – like Bac Kan, Dak Nong and Vinh Phuc – still complained about bed sharing, unclean restrooms, waiting times to be attended by healthcare workers, and healthcare workers' priming of private pharmacy outlets.



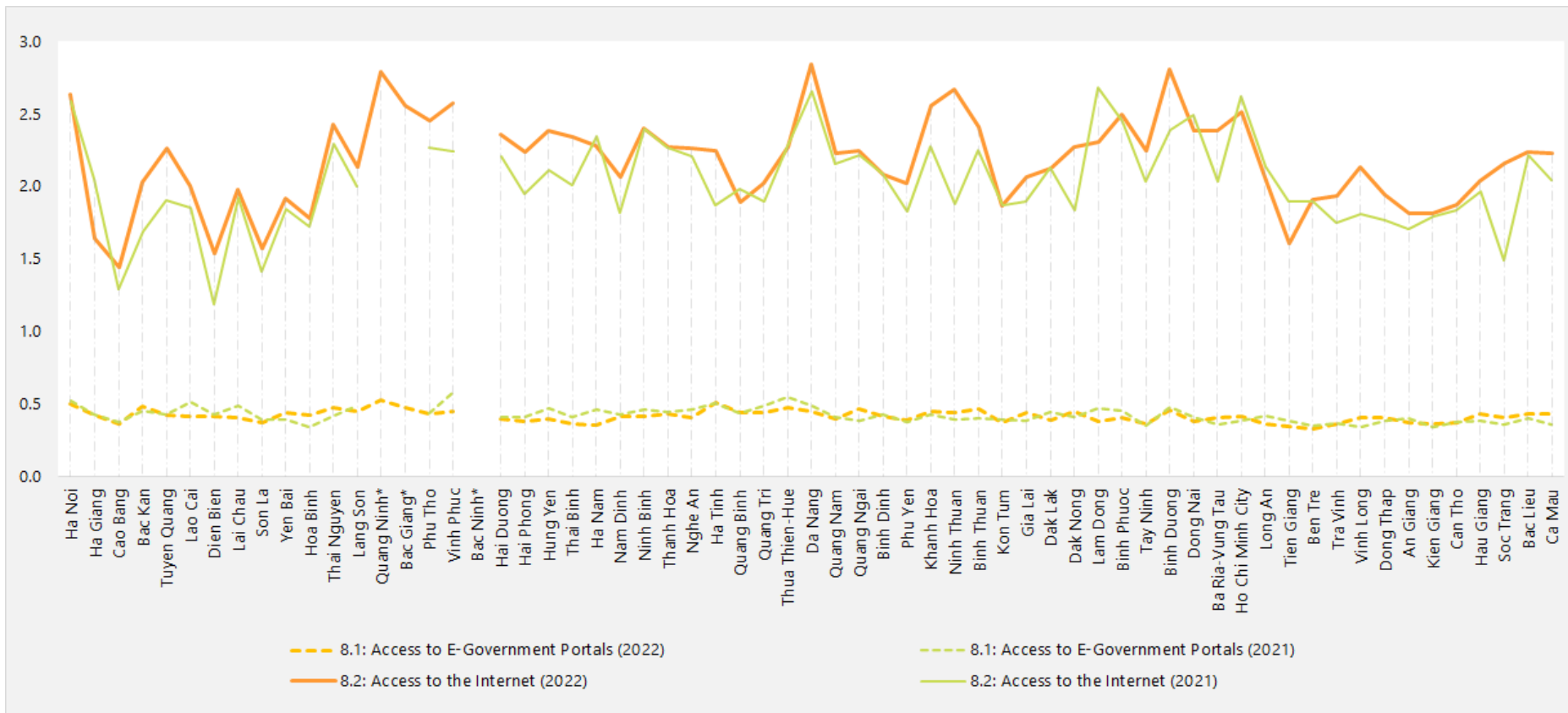
Dimension 8: E-Governance

- All provinces scored below 4 points on the 1-10-point scale, similar to 2020 and 2021's results.
- Many provinces in the High and Mid-High quartiles are from the Red River Delta, Northcentral and Central Coastal, and Southeast regions.
- Among the provinces in the High quartile are three centrally-governed municipalities of Da Nang, Ha Noi and Ho Chi Minh City, not surprisingly.
- Poorer performing provinces were concentrated in the Northern Mid-land and Mountainous, and Mekong River Delta regions.



Citizens' experiences indicate a constant large divide between access to the internet and access to e-government portals for e-services in 2021 and 2022

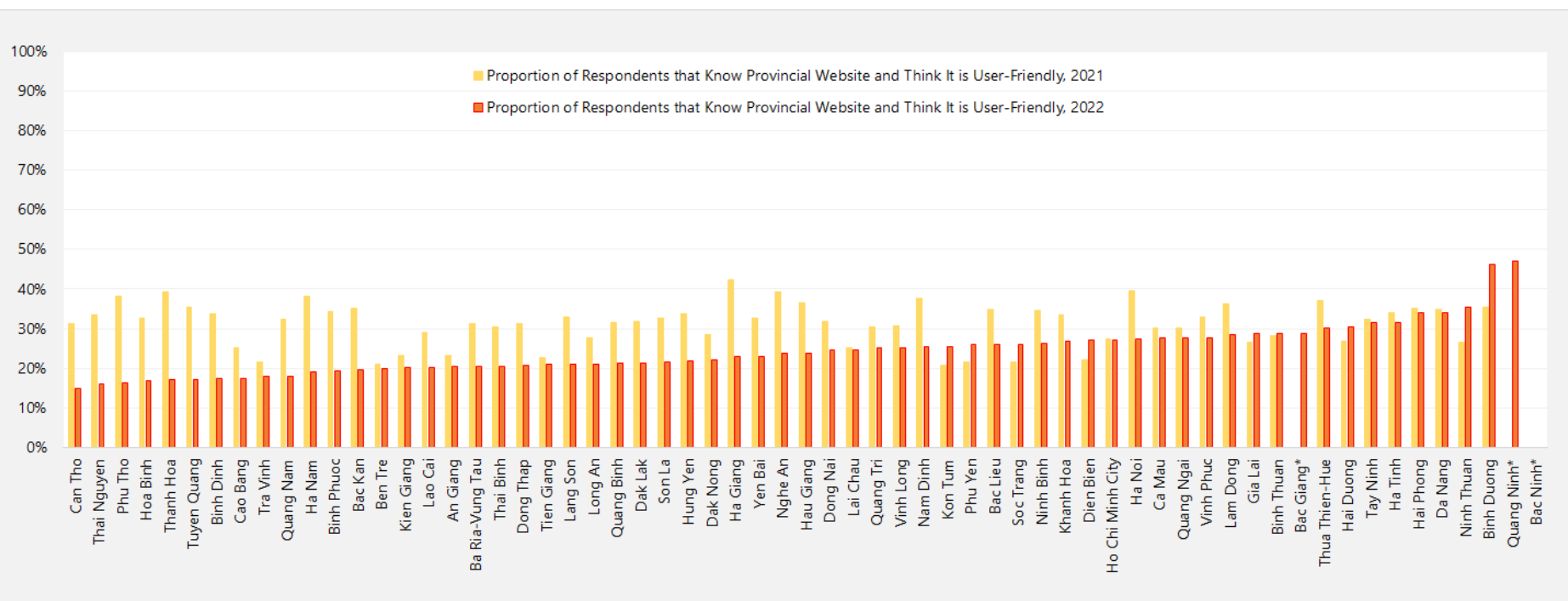
- Largest difference between the Access to the Internet sub-dimension and the Access to E-government Portals sub-dimension is seen in Binh Duong, Da Nang, Ninh Thuan and Quang Ninh



(*) Data from Bac Giang, Bac Ninh and Quang Ninh not included in some dimensions for their manipulated extreme outlier values in 2021 or 2022.

Less than half of respondents familiar with their provincial e-portals found the portals were user-friendly

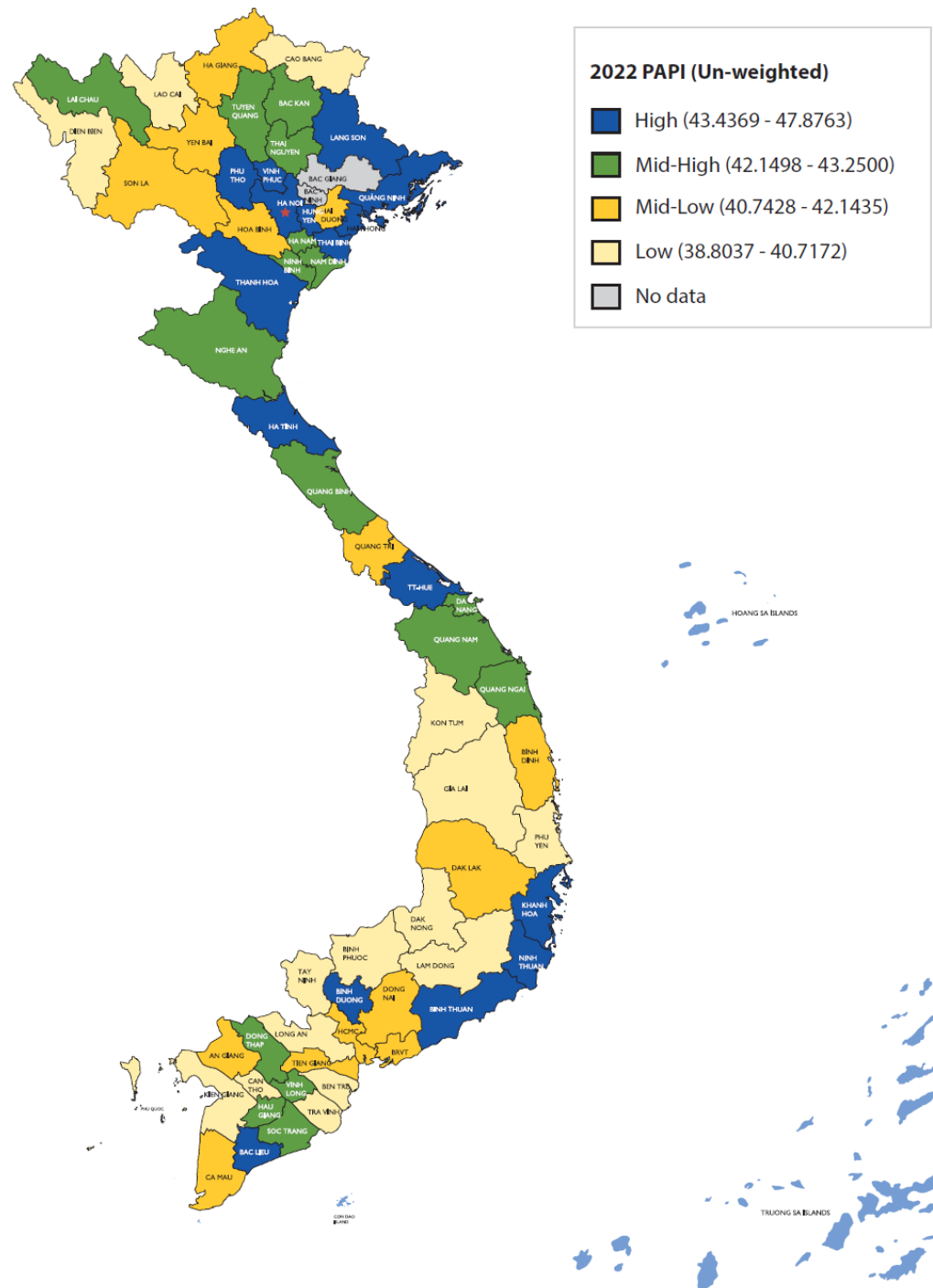
- The proportions were higher in 2022 compared to 2021 in only 9 provinces, with the largest increase in Binh Duong and Ninh Thuan.



(*) Data from Bac Giang, Bac Ninh and Quang Ninh not included in some dimensions for their manipulated extreme outlier values in 2021 or 2022.

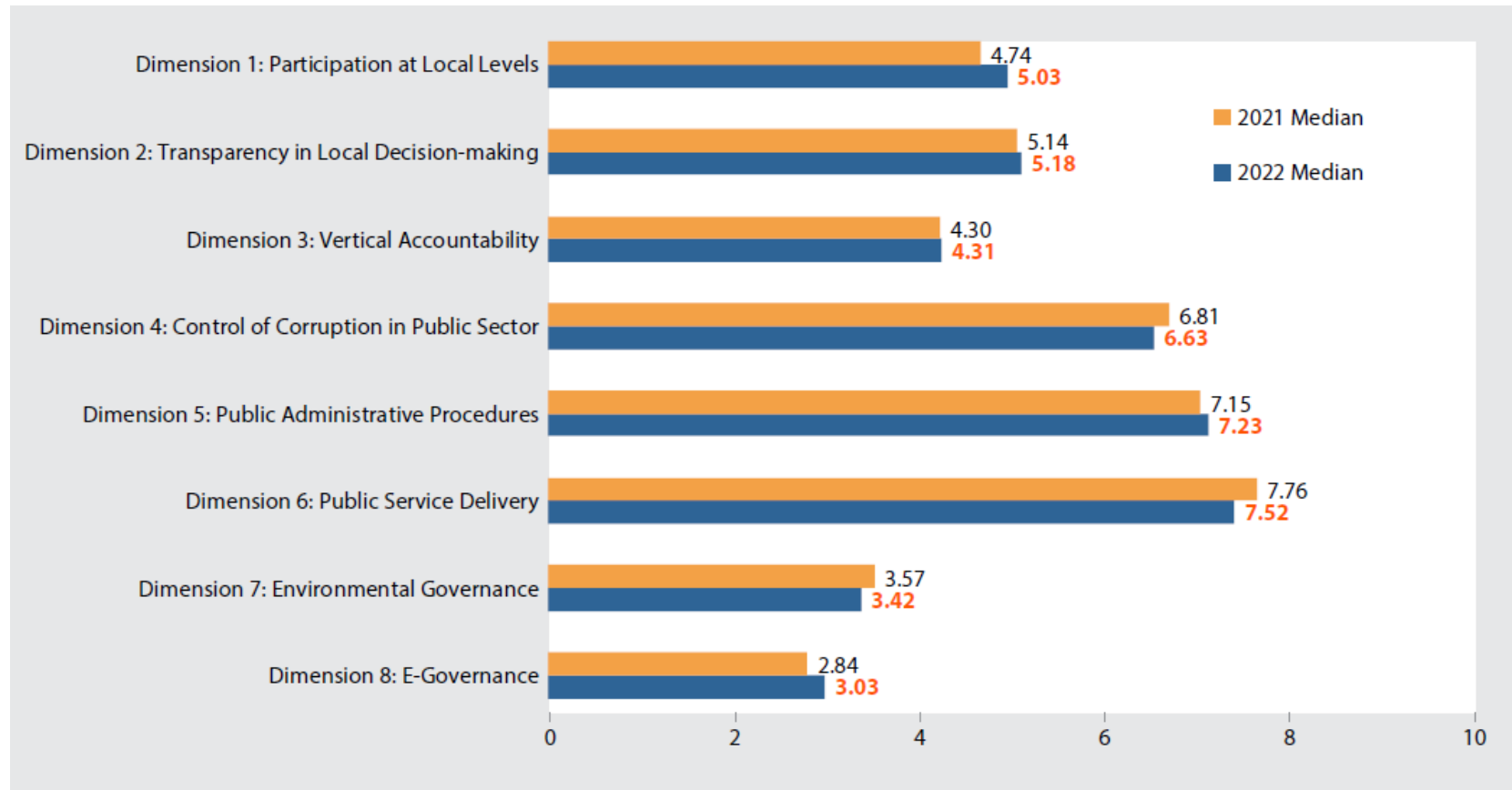
The 2022 PAPI (un-weighted)

- All provincial 2022 PAPI scores range **between 38.80 points and 47.88 points**, on the 10-80-point scale.
- Among provinces in the High quartile, six are from the Red River Delta region and six from the Northcentral and Central Coastal region.
- Among 14 provinces in the Low quartile, four are from the Northern Mid-land and Mountainous region, four from the Central Highlands, five from the Mekong River Delta region and one from the Red River Delta region.



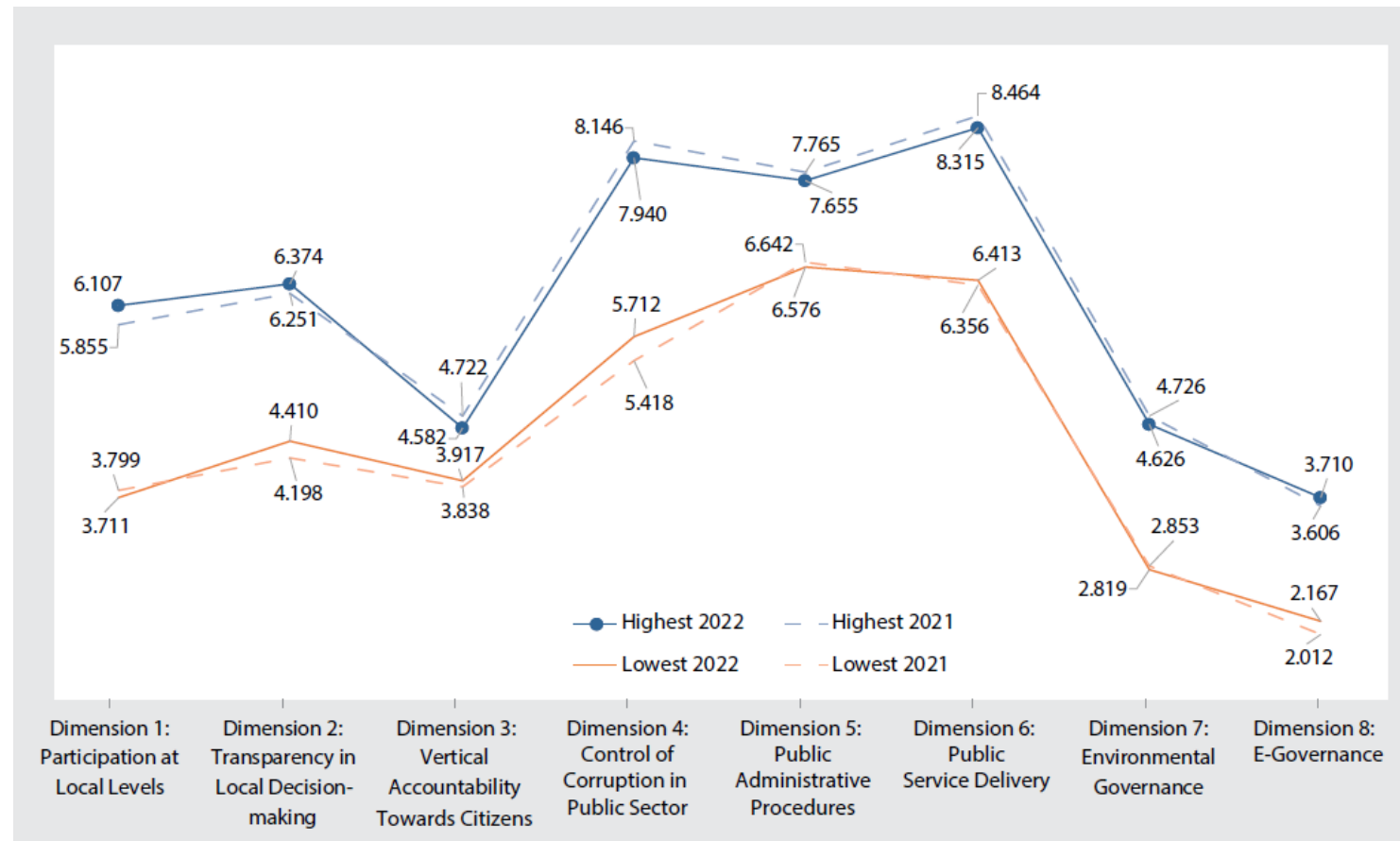
2021-2022 trends in median dimensional scores at provincial level

- Median scores in Participation at Local Levels, Transparency in Local Decision-making, Public Administrative Procedures and E-Governance dimensions increased, indicating improvements in half of all provinces in these dimensions compared to their 2021 scores.
- However, the reverse trends are seen in the dimensional scores of Control of Corruption in the Public Sector, Public Service Delivery and Environmental Governance.



Comparing provincial highest and lowest dimensional scores, 2022 vs. 2021

- Wider difference in provincial performance in Participation at Local Levels (Dimension 1).
- Provincial performance in Transparency in Local Decision-making (Dimension 2) and E-Governance (Dimension 8) increased notably looking at their lowest scores.
- Declines in both the highest and lowest 2022 provincial scores in Public Administrative Procedures (Dimension 5) and Environmental Governance (Dimension 7).



Summary and Implications

- The year 2022 saw a mixed picture of local governments' performance in governance and public administration from citizens' perspective. There were ups and downs by sectors and government levels.
- Because the index structure remained unchanged in 2022 compared to 2021, while 2022 was the second year of the 2021-2026 government term, the 2022 PAPI findings can be compared at indicator, sub-dimension and dimension levels. Therefore, provincial governments can identify areas for improvement and strive for better performance in the coming years.
- To improve provincial performance, provincial leaders are advised to carefully review the findings of all PAPI indicators that make up its dimensions and analyze their performance trends. The wealth of information contained in the more than 120 PAPI indicators can help provinces prioritize their focus areas and assign responsibilities to relevant local government agencies to enhance citizen satisfaction.



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The Viet Nam Provincial Governance and Public Administration Performance Index

PAPI is a flagship governance program initiated by the United Nations Development Programs in Vietnam since 2009. PAPI measures and benchmarks citizens' experiences and perception on the performance and quality of policy implementation and services delivery of all 63 provincial governments in Vietnam to advocate for effective and responsive governance.

For more information about PAPI, see:

www.papi.org.vn



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Key Findings from the 2022 Pilot Assessment of the Inclusion of Persons with Disabilities in Local Governance and Public Administration

Presented by **Ms. Dao Thu Huong**, Disability Officer, UNDP in Viet Nam



CONTENT

1

Objectives

2

Methodology

3

Persons with disabilities'
participation at the local level

4

Persons with disabilities'
inclusion in public
administrative procedures

5

Conclusions and
Recommendations



Understanding PWDs' views on the effectiveness of local governance and PWDs' experiences with public services



Increase the participation of PWDs in monitoring local government decision-making processes



Recommend policy actions related to PWDs inclusion for national and local governments

Funded by:



Commissioned by:



Mekong Development
Research Institute
Power of Knowledge



METHODOLOGY

Sample

- A list of **19,472** PWDs (with phone number)
- Provided by UNDP from previous projects
- Mostly severe or extremely severe PWDs, only **16% mild PWDs**

=> ***Research results focus on severe and extremely severe PWDs***



Random sampling

- **300 samples (≥ 18 age)** for each type of disability
- Persons with multiple disabilities: choose one representative disability
- People with hearing and speech disability: samples from Binh Dinh southward due to the dependence on the Southern sign language of the manual.



Surveyed sample

- Target: **1,200-1,800**
- Final: **1,627 quantitative surveys and 18 in-depth interviews.**

PERSONS WITH DISABILITIES' PARTICIPATION AT THE LOCAL LEVEL

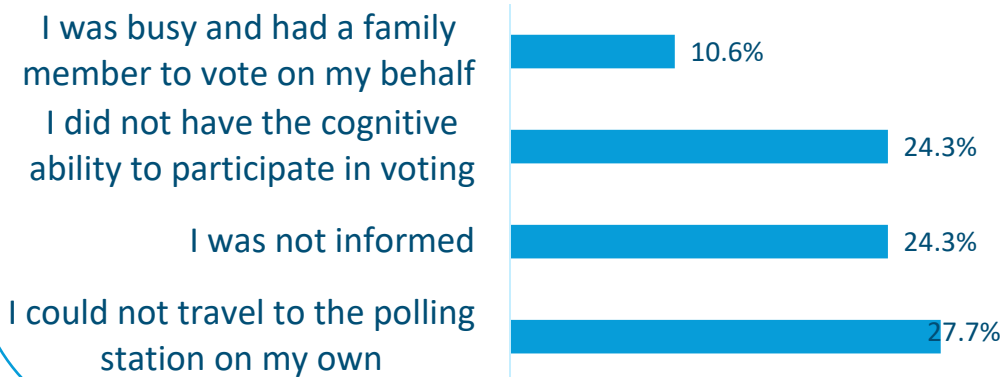
PARTICIPATION IN PRACTICING VOTING RIGHTS



People with disabilities have a lower voter turnout than the general population. The two biggest factors that hinder PWDs from voting are the ability to travel to the polling place and access information about the election.

- ✓ 47.1% PWDs did not participate in voting in 5/2021 (PAPI 2021: 34,7%). Male non-participation rate (40.5%) is higher than female (55.8%).

Figure: Reason why PWDs did not participate in voting



Local authorities need to support to PWDs access polling places more easily.



Local authorities need to focus on disseminating election information to PWDs, especially Hearing and speech, Mental and psychiatric, Intellectual groups.



Organize programs to strengthen the political participation of PWDs in elected bodies

PERSONS WITH DISABILITIES' PARTICIPATION AT THE LOCAL LEVEL

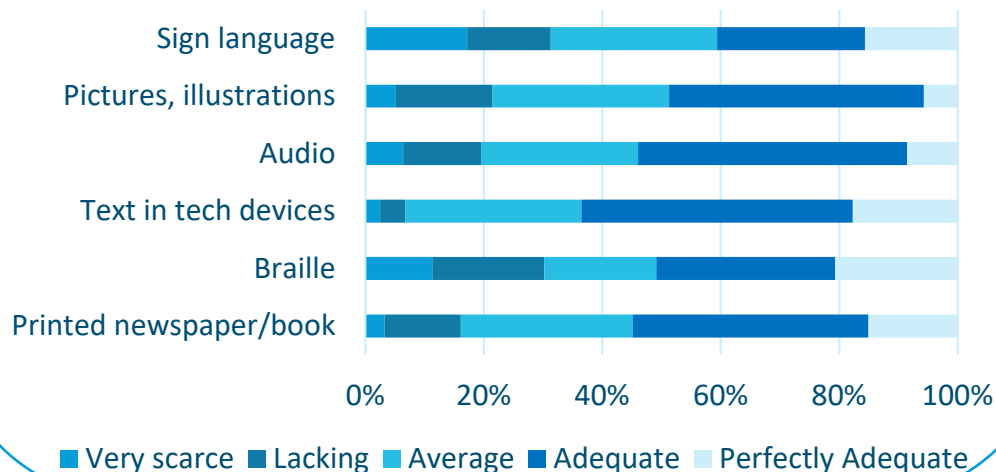
ACCESS TO INFORMATION



Hearing and speech, Intellectual, and Mental and psychiatric are groups with many difficulties in accessing information

- ✓ Sign language and Braille are two forms reported by PWDs to be most inadequate.
- ✓ Hearing and speech, Intellectual, and Mental and psychiatric are groups facing most difficulties in access to information.

Figure: information resources that PWDs can access



There need to be training in accessing information for these groups (e.g., support Hearing and speech PWDs learn sign language)



There need to be more easily accessible forms of information for these groups (e.g., sign language in TV for Hearing and speech PWDs)

PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC ADMINISTRATIVE PROCEDURES

INSCRIBED IN LAND USE RIGHTS CERTIFICATES

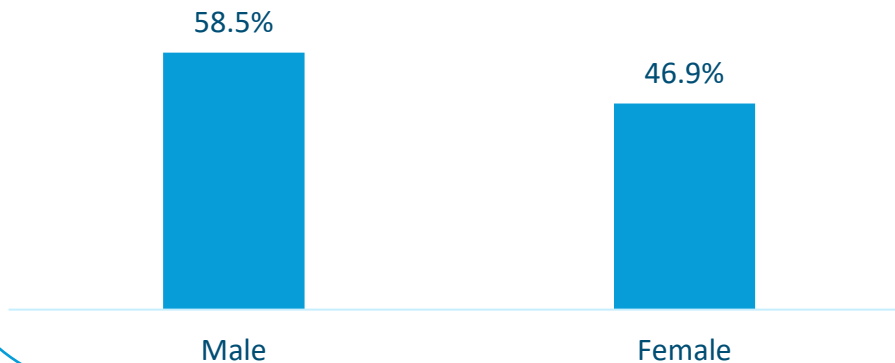


The rate of PWDs exercising their rights to property is still not high, there is disparity between genders

✓ 46% PWDs (with disability certificate) are inscribed in LURCs (PAPI 2021: 72,5%)

✓ The rate of male PWDs being inscribed in LURCs (58.5%) is higher than that of female PWDs (46.9%)

Figure: PWDs being inscribed in LURCs



✓ Local authorities need to popularize the rights and practice of ownership of land assets according to regulations to the community and PWDs.

✓ Support PWDs in legal and procedural regarding ownership of land assets if they are entitled to such rights in accordance with regulations.

PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC ADMINISTRATIVE PROCEDURES

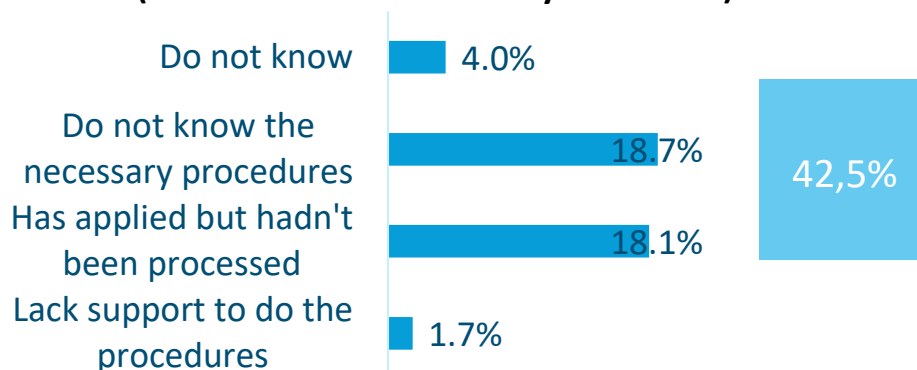
DISABILITY CERTIFICATE & DISABILITY SUPPORT PENSION



The procedures regarding disability certificate is not yet clear. The disability support pension is not suitable.

- ✓ 39 PWDs with Severe/ Extremely severe disability certificate DO NOT have disability support pension
- ✓ 86,1% stated that the current disability support pension is not enough for the minimum subsistence of a PWD

**Figure: Reasons why PWDs do not have a disability certificate
(% PWDs without disability certificate)**



✓ Need to clearly explain regulations and procedures for granting certificates of disability and related supports.

✓ Consider more suitable disability support pension rate, especially for PWDs who cannot work.

RECOMMENDATIONS FOR FURTHER RESEARCH

- Carry out annual studies with a more complete set of samples to periodically measure and reflect on the issue of PwD inclusion in local governance;
- Conduct further research on gender factors and barriers of PWDs in participating in economic, political and social activities, especially in the practice of voting rights and property ownership.
- Implement further research on specific barriers in relation to different types of disability, especially hearing and speech, Intellectual, mental and psychiatric groups in public administrative procedures, public services and e-government;

For more information about MDRI's & UNDP's 2022 pilot research, visit:
<https://papi.org.vn/eng/nghien-cuu-thi-diem-danh-gia-muc-do-hoa-nhap-cua-nguoi-khuyet-tat-trong-quan-tri-dia-phuong/>





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Session 3: Questions and Answers



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Closing Remarks



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