PAPI 2022

The Viet Nam Provincial Governance and Public Administration Performance Index:

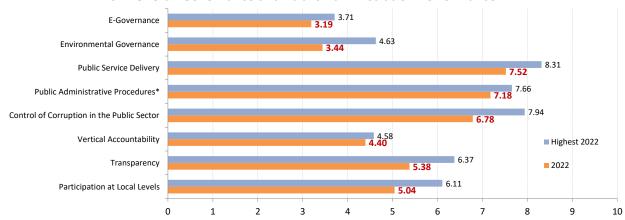
Measuring Citizens' Experiences



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.

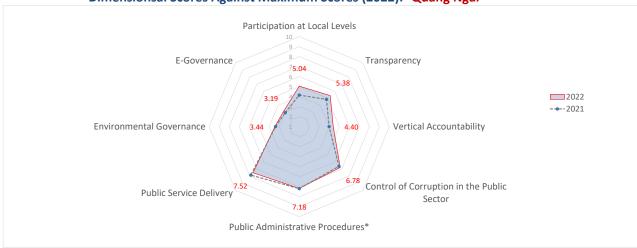
2022 Overall Governance and Public Administration Performance



^{*} Dimensions with key changes to sub-dimensions and indicators in 2021.

Since 2009 PAPI has collected responses from nearly 178,183 citizens across all 63 provinces making it the largest governance and public administration performance survey in the country. In 2022, PAPI was replicated with a total sample of 16.117 citizens directly interviewed.

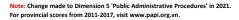
Dimensionsal Scores Against Maximum Scores (2022): Quang Ngai



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

Sub-dimensional Scores (2018-2022): Quang Ngai

Transparency in Local Decision-making Participation at Local Levels ■2018 ■2019 ■2020 ■2021 ■2022 ■2018 ■2019 ■2020 ■2021 ■2022 Quality of Elections Poverty Lists Civic Knowledge 0 0.5 1 1.5 2.5 **Vertical Accountability Control of Corruption in the Public Sector** ■2018 ■2019 ■2020 ■2021 ■2022 ■ 2018 ■ 2019 ■ 2020 ■ 2021 **■** 2022 Access to Justice Services Responses to Gitzen Actions Interactions with local authorities (0 0.5 1.5 2.5 0.5 1.5 2.5 **Public Administrative Procedures* Public Service Delivery** ■ 2021 ■ 2022 ■2018 ■2019 ■2020 ■2021 ■2022 Land Titling 0.33 0.83 1.33 1.83 2.33 2.83 3.33 0 0.5 1.5 2.5 **Environmental Governance** E-Governance ■ 2018 ■ 2019 ■ 2020 ■ 2021 **■** 2022 ■ 2018 ■ 2019 ■ 2020 ■ 2021 ■ 2022 Quality of Water Quality of Air 0.33 0.83 1.33 1.83 2.33 2.83 3.33 0.33 0.83 2.33 2.83 3.33







Centre for Research and Training of the Vietnam Fatherland Fron



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