PAPI 2023
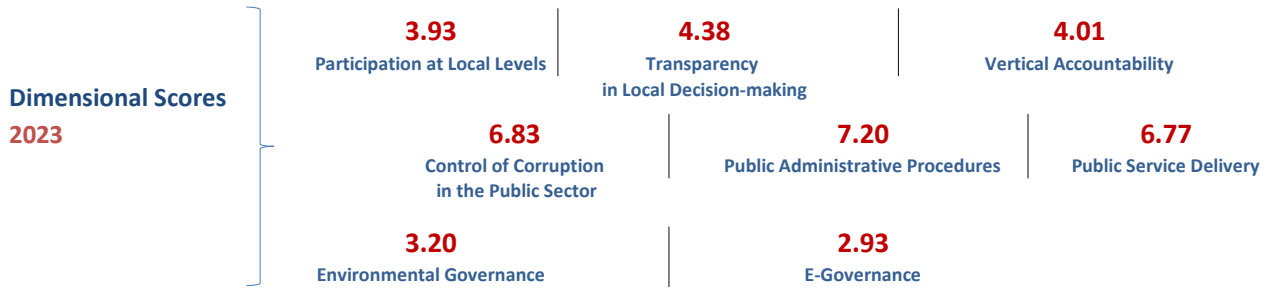
The Viet Nam Provincial Governance and Public Administration Performance Index: Measuring Citizens' Experiences

Province: Tay Ninh

Dimensional Scores 2023

3.93 Participation at Local Levels	**4.38** Transparency in Local Decision-making	**4.01** Vertical Accountability
6.83 Control of Corruption in the Public Sector	**7.20** Public Administrative Procedures	**6.77** Public Service Delivery
3.20 Environmental Governance	**2.93** E-Governance	

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

2023 Overall Governance and Public Administration Performance
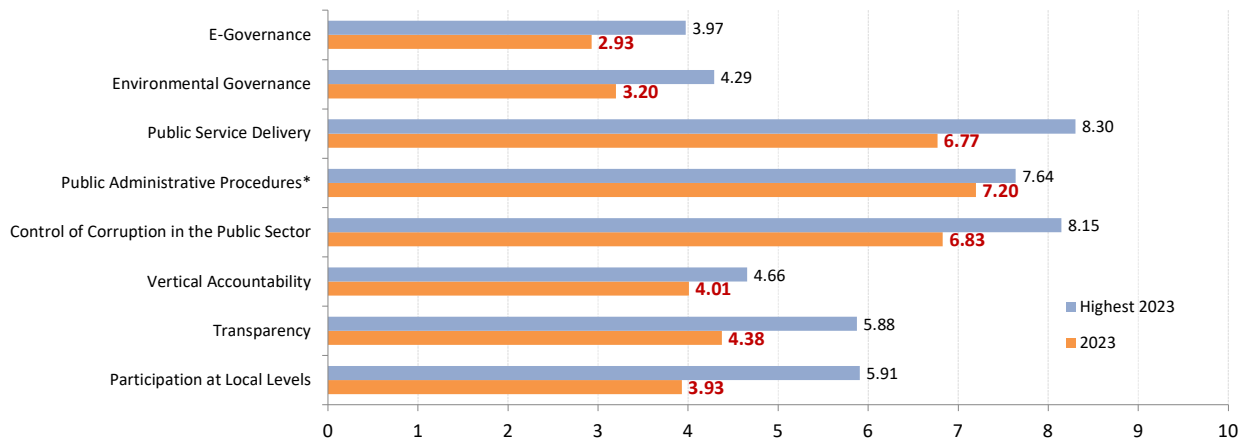
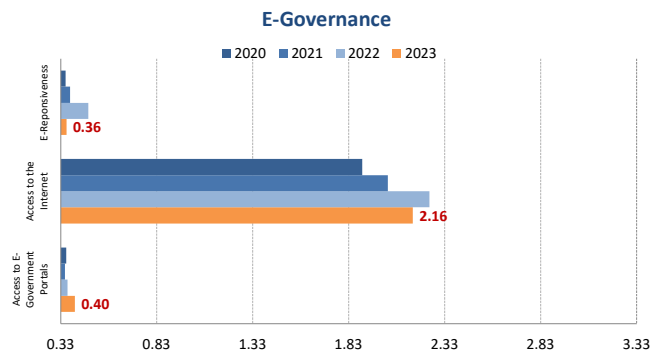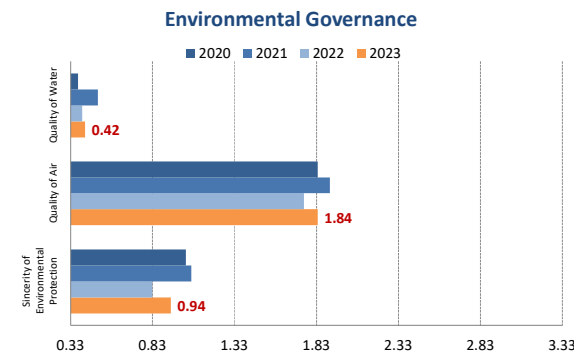* Dimensions with key changes to sub-dimensions and indicators in 2021.

Since 2009, PAPI has collected responses from 197,779 citizens across all 63 provinces making it the largest governance and public administration performance survey in the country. In 2023, PAPI was replicated with a total sample of 19,536 citizens directly interviewed.

Dimensional Scores Against Maximum Scores (2022-2023): Tay Ninh
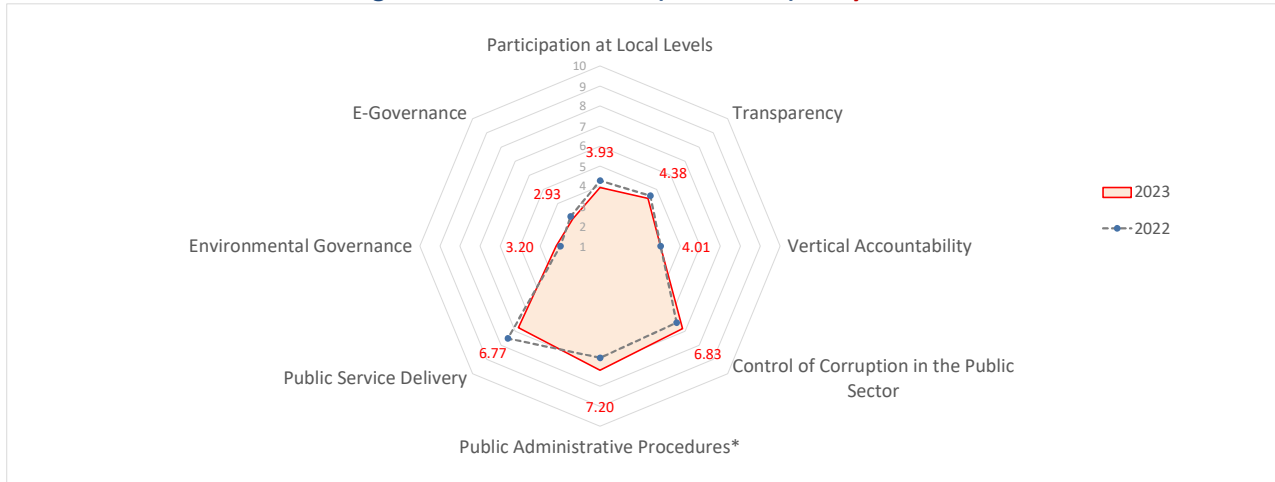
Note: Dimensional Scale is from 1 (min) to 10 (max) points

Sub-dimensional Scores (2020-2023): Tay Ninh

Participation at Local Levels

Legend: 2020, 2021, 2022, 2023

- Quality of Elections: **0.67**, **1.14**
- Civic Knowledge: **1.31**, **0.81**
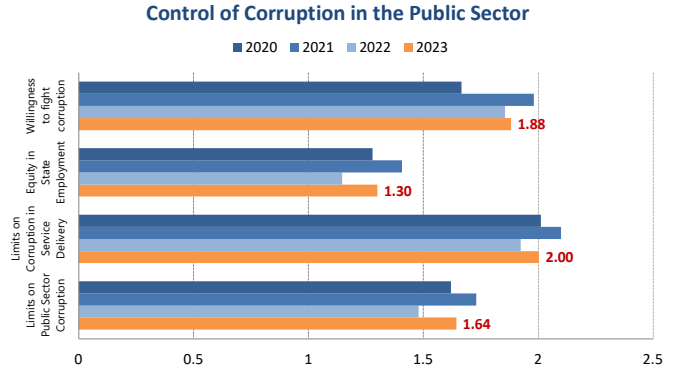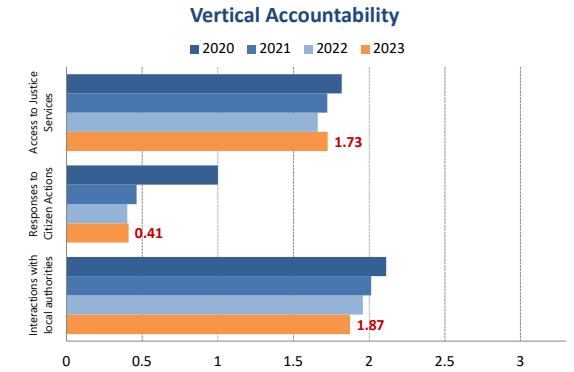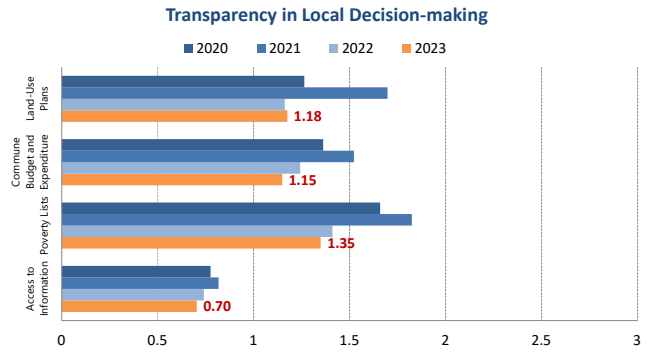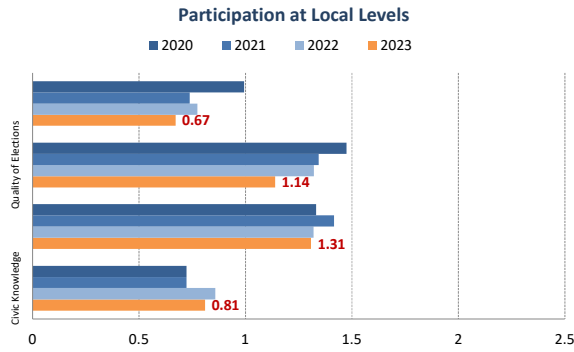
Transparency in Local Decision-making

Legend: 2020, 2021, 2022, 2023

- Land-Use Plans: **1.18**
- Commune Budget and Expenditure: **1.15**
- Access to Information Poverty Lists: **1.35**, **0.70**

Vertical Accountability

Legend: 2020, 2021, 2022, 2023

- Access to Justice Services: **1.73**
- Responses to Citizen Actions: **0.41**
- Interactions with local authorities: **1.87**

Control of Corruption in the Public Sector

Legend: 2020, 2021, 2022, 2023

- Willingness to fight corruption: **1.88**
- Equity in State Employment: **1.30**
- Limits on Corruption in Service Delivery: **2.00**
- Limits on Public Sector Corruption: **1.64**

Public Administrative Procedures*

Legend: 2021, 2022, 2023

- Personal Procedures: **2.46**
- Land Titling: **2.40**
- Certification Procedures: **2.33**

Public Service Delivery

Legend: 2020, 2021, 2022, 2023

- Law & Order: **1.86**
- Infrastructure: **1.90**
- Education: **1.34**
- Health: **1.67**

Environmental Governance

Legend: 2020, 2021, 2022, 2023

- Quality of Water: **0.42**
- Quality of Air: **1.84**
- Sincerity of Environmental Protection: **0.94**

E-Governance

Legend: 2020, 2021, 2022, 2023

- E-Reponsiveness: **0.36**
- Access to the Internet: **2.16**
- Access to E-Government Portals: **0.40**

Note: Change made to Dimension 5 'Public Administrative Procedures' in 2021.
For provincial scores from 2011-2019, visit www.papi.org.vn.

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