**The Viet Nam Provincial Governance and**

**Public Administration Performance Index (PAPI) 2017**

## National Trends from 2011-2017

PAPI 2017 data reveal several positive overall trends. There was improvement, although at different rates, in five of the six PAPI dimensions compared to 2016. These are ‘Transparency,’ ‘Vertical Accountability,’ ‘Control of Corruption in the Public Sector,’ ‘Public Administrative Procedures’, and ‘Public Service Delivery.’

‘Control of Corruption in the Public Sector’ was a notable bright spot, with both perceptions and actual experiences of citizens showing gains. This is particularly remarkable given that the ‘Control of Corruption’ dimension had been steadily declining since 2013. In addition, the 2017 PAPI results show a significant narrowing of the gender gap in land use titling as well as better and more inclusive health insurance coverage.

The findings also reveal some causes for concern, however. Satisfaction with compensation for land seizures declined, and citizens in the poorest rungs of the economic ladder were more pessimistic about their future economic prospects. This is important because citizens’ pessimism about their livelihoods is linked to low satisfaction with governance and public administration.

Breakdowns of the PAPI dimensional scores by ethnicity and gender show that different demographic groups perceived governance quality differently: men and the Kinh majority held the most positive views across nearly all dimensions in 2017. The only dimension where gender and ethnicity did not matter greatly was for ‘Public Service Delivery.’

**PAPI Mean Scores by Dimensions, 2011-2017**



## Corruption in the Public Sector as Perceived and Experienced by Citizens

Of the six dimensions, ‘Control of Corruption in the Public Sector’ improved the most in 2017. For example, only 17% of citizens directly experienced bribery when applying for land use rights certificates in 2017 (down from 23% in 2016), and only 9% of respondents reported bribery when using public district hospital services in 2017 (down from 17% in 2016). However, tolerance of bribes slightly increased, with citizens indicating that an average bribe amount of 27.5 million VND would trigger the victim of corruption to denunciate the official requesting the bribe in 2017, compared to an average of 25.6 million VND in 2016. While these generally good results are welcome, it is important to note that they did do reach the levels of satisfaction found in the 2012 survey. Therefore, work remains on fighting corruption.

## Land Seizure and Compensation, and Access to Land Titles

PAPI surveys have shown a substantial drop in the number of respondents reporting land seizures in their localities after the 2013 Land Law came into effect in 2014. This trend continued in 2017 with less than 7% or respondents reporting land seized, down from an average of about 9% prior to 2013. Nonetheless, a more concerning trend is that the level of satisfaction with compensation for land seizures declined in 2017; while 36% thought the compensation was at a fair market value in 2014, the percentage dropped to 21% in 2017.

## Access to Public Health Insurance

The number of citizens with health insurance continued to increase, rising to 81% in 2017 from 74% in 2016. Further analysis shows that the strongest gains were made in rural population groups. In 2014, only 60% of rural residents had health insurance compared to 69% of urban residents, but that gap narrowed to less than 4% in 2017. Surprisingly, the proportion of respondents with health insurance within ethnic minorities was higher than the proportion among the majority Kinh.

## Household Economic Conditions

Consistent with previous years, the survey results show that the overwhelming majority of Vietnamese citizens said their economic situation was neither good nor bad, though ethnic minorities were more likely to report that their current economic situation is poor (22%) compared to ethnic majority Kinh (13%).

When asked about expectations of household economic conditions in the next five years, the survey results show a steady increase since 2014 in the number of citizens who think their household economic situation will worsen in the future. The increased pessimism is greater among the poorest Vietnamese. While only 13% of the Vietnamese with the lowest level of income in 2016 thought their economic situation would get worse, the percentage increased sharply to 21% in 2017.

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*The Provincial Governance and Public Administration Performance Index (PAPI) is a policy monitoring tool that assesses citizen experiences and satisfaction with government performance at the national and sub-national levels in governance, public administration and public service delivery. Since its pilot in 2009, PAPI has directly interviewed* *103,059 Vietnamese citizens nationwide.*

*PAPI measures six dimensions: participation at local levels, transparency, vertical accountability, control of corruption, public administrative procedures and public service delivery. The survey has been implemented nationwide each year since 2011. For the 2017 PAPI Report,* *14,097 randomly selected citizens were surveyed.*

*PAPI is a collaboration between the Centre for Community Support and Development Studies (CECODES), the Centre for Research and Training of the Viet Nam Fatherland Front (VFF-CRT), the Real-Time Analytics and the United Nations Development Programme (UNDP).*

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*The full 2017 PAPI Report and more in-depth analysis can be found at:* [*www.papi.org.vn*](http://www.papi.org.vn)*.*