PAPI 2023

Official Launch Agenda

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SESSION 1	**OPENING REMARKS**
09:00-09:20	– Ms. **Ramla Khalidi**, Resident Representative, UNDP in Viet Nam
	– Assoc. Prof., Dr. **Duong Trung Y**, Vice President of the Ho Chi Minh National Academy of Politics
	– Mr. **Andrew Goledzinowski**, Australian Ambassador to Viet Nam
	– Ms. **Deirdre Ní Fhallúin**, Irish Ambassador to Viet Nam
SESSION 2	**FINDINGS ABOUT GOVERNANCE AND PUBLIC ADMINISTRATION PERFORMANCE AT THE NATIONAL AND PROVINCIAL LEVELS AND ISSUES OF GREATEST CONCERN IN 2023**
09:20-10:20	• **Governance and Public Administration Performance and Issues of Greatest Concern in 2023** – Dr. Paul Schuler, PAPI Research Team Member • **E-Governance Performance from Citizens' Experience in 2023** – Dr. Edmund J. Malesky, PAPI Research Team Member (online) • **Provincial Performance: 2023 Findings and 2021-2023 Trends** – Dr. Đặng Hoàng Giang, PAPI Research Team Member
SESSION 3	**Q&A AND CLOSING**
10:20 – 11:00	• **Discussions on 2023 PAPI Findings** – Moderator: Dr. **Đặng Hoàng Giang** – Panelists: Ms. Đỗ Thanh Huyền, Dr. Trần Công Chính, Dr. Paul Schuler and Ms. Võ Cẩm Giang (guest panelist from IPS) • **Closing Remarks** – Ms. Sabina Stein, Assistant Resident Representative, Head of Governance and Participation Team, UNDP Viet Nam

#MC: **Nguyễn Thị Thùy Dương**, Communication Officer, UNDP in Viet Nam

SCAN ME

Ms. Ramla Khalidi

Resident Representative of
United Nations Development
Programme in Viet Nam

Assoc. Prof. Dr. Duong Trung Y

Vice President of
Ho Chi Minh National Academy of
Politics

Mr. Andrew Goledzinowski

Australian Ambassador
to Viet Nam

Ms. Deirdre Ní Fhallúin

Ambassador of Ireland
to Viet Nam

Session 2: **Governance and Public Administration Performance
at the National and Provincial Levels
and Issues of Greatest Concern in 2023**

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Professor of
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Dr. Đặng Hoàng Giang

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Team Member

Vice Director of Center for
Community Support and
Development Studies
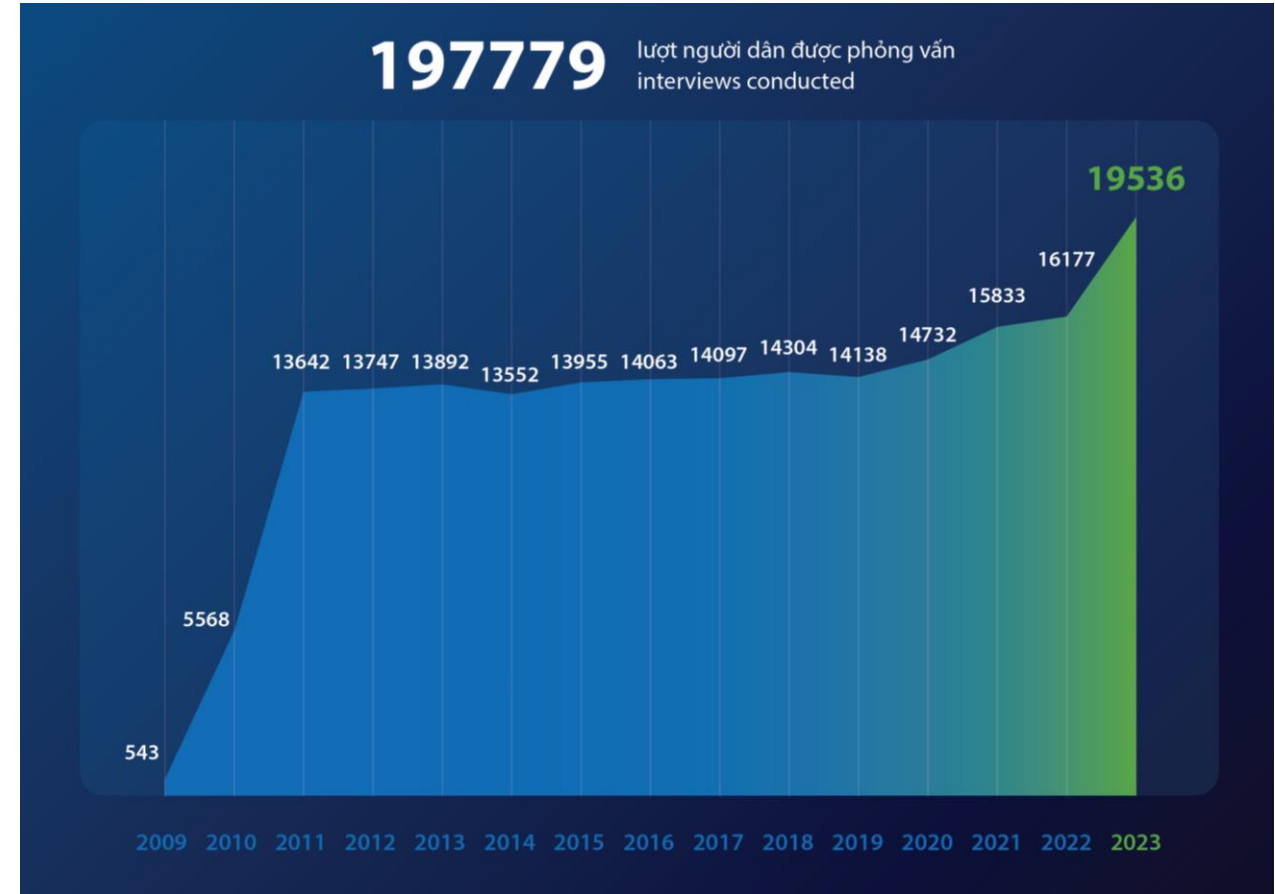(CECODES)

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Contents

2023 Context

o   2023—3rd year of the 2021-2026 government term

o   Anti-corruption campaigns high on implementation agenda

o   Stagnation in public investment

o   Economic downturns, especially in the first three quarters of 2023, leading to the overall national growth at 5.05%, far below the 6.5% target

o   2023 inflation at 3.25%

o   High level attention to energy transition and climate change at the national level

o   Global geo-political and economic uncertainty

PAPI as a Barometer of Governance and Public Administration Performance in Viet Nam since 2009

8 DIMENSIONS

- 01 Participation at Local Levels
- 02 Transparency in Local Decision-making
- 03 Vertical Accountability Towards Citizens
- 04 Control of Corruption in the Public Sector
- 05 Public Administrative Procedures
- 06 Public Service Delivery
- 07 Environmental Governance
- 08 E-Governance

197779 lượt người dân được phỏng vấn interviews conducted

Year	Value
2009	543
2010	5568
2011	13642
2012	13747
2013	13892
2014	13552
2015	13955
2016	14063
2017	14097
2018	14304
2019	14138
2020	14732
2021	15833
2022	16177
2023	19536

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2023 PAPI Methodology

o Re-sampling of districts, communes and villages and respondents, following the same approach used in PAPI since 2010

- Clustered sampling of districts, communes and villages using PPS; and,

- Randomized sampling of households and representative respondents from households.

o One-on-one and face-to-face interviews with respondents on site

o Inclusion of voices of migrants in provinces with positive net in-migrant ratios in PAPI data and indexing

19,536
RESPONDENTS TO 2023 PAPI SURVEY

GENDER

Female 52.2%
Male 47.8%

ETHNICITIES

Others 15.9%
Kinh 84.1%

Migrants 5.6%
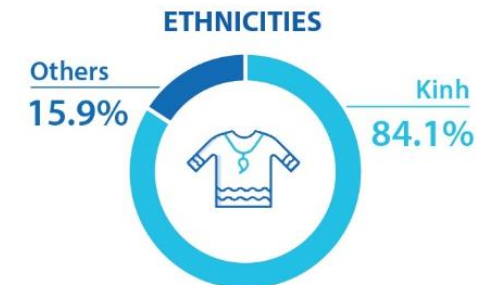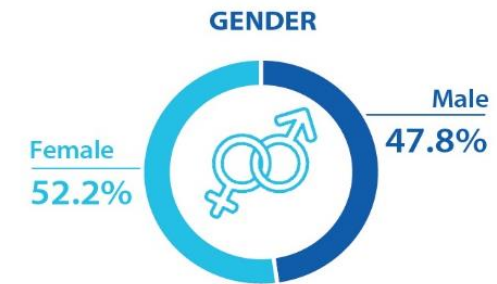
PAPI Respondents and Field Sites

More than 500 substantive questions about Viet Nam's policy matters

45-60 minutes
- Face-to-face interviews
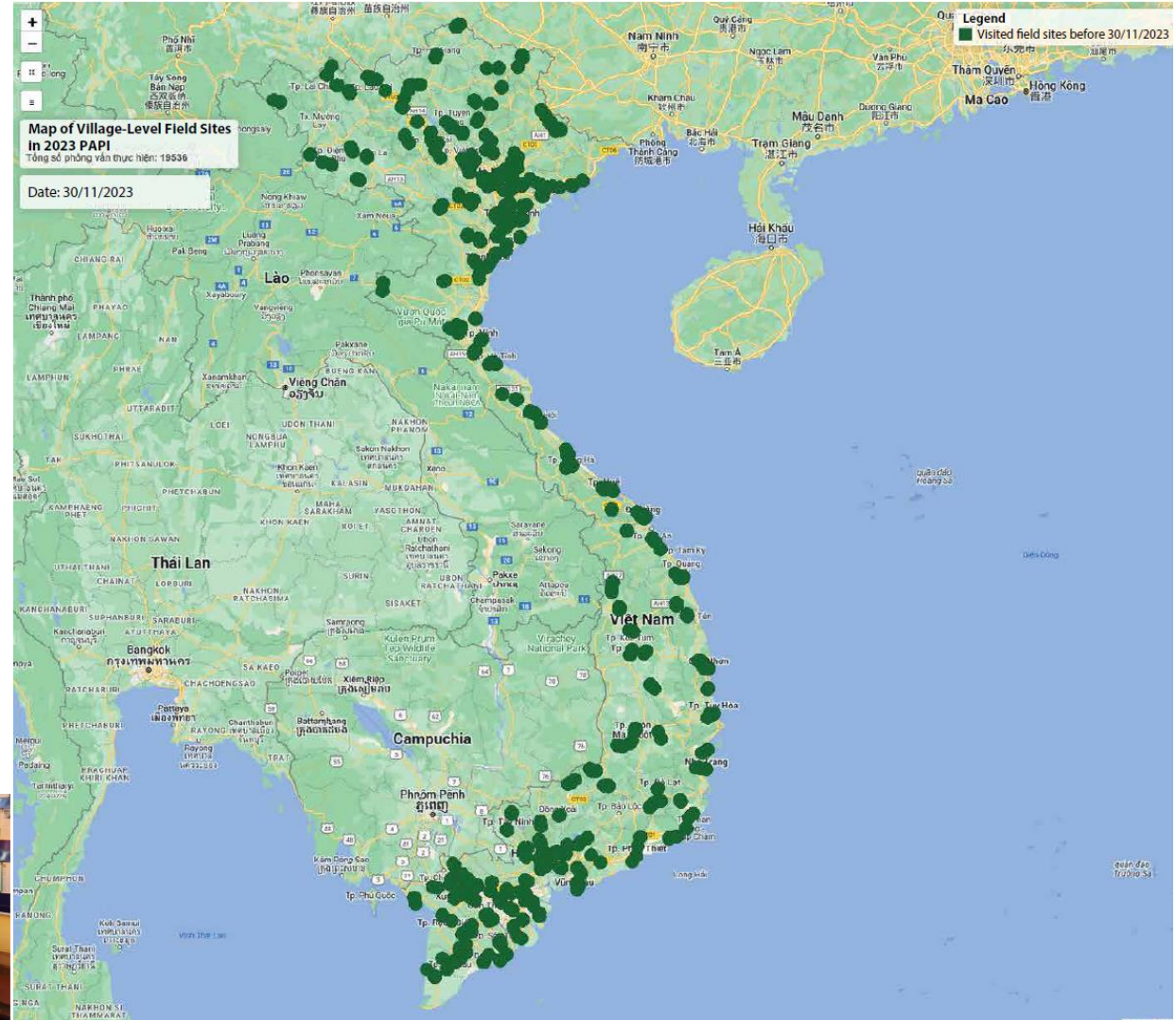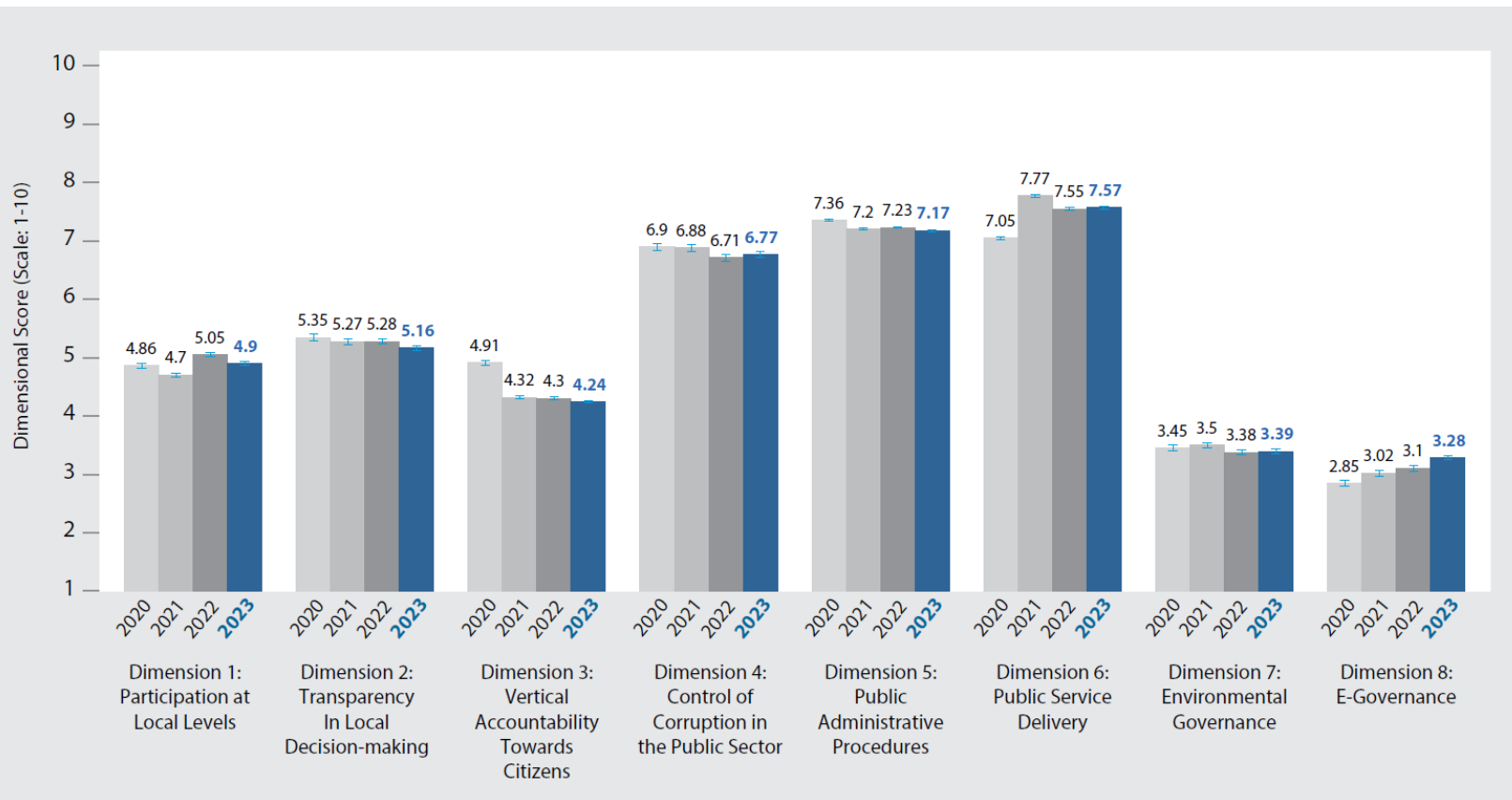- Computer-assisted personal interviews conducted on tablets

63 PROVINCES

208 Districts

416 Communes

832 Villages

Map of Village-Level Field Sites in 2023 PAPI
Tổng số phỏng vấn thực hiện: 19536

Date: 30/11/2023

Legend
Visited field sites before 30/11/2023

Overall PAPI Score Changes Over Time, 2020-2023

- Improvements in Control of Corruption (Dimension 4) and E-Governance (Dimension 8) compared to 2022

- Little change in Public Service Delivery (Dimension 6) and Environmental Governance (Dimension 7)

- Declines in Participation at Local Levels (Dimension 1), Transparency in Local Decision-making (Dimension 2), Vertical Accountability Towards Citizens (Dimension 3) and Public Administrative Procedures (Dimension 5)

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- Access to Information about State policy and legislation remained the weakest of the four sub-dimensions, but with an upward move in 2023

- Transparency of Poverty Lists saw the highest, but declining score ranges.

- The remaining two sub-dimensions posted lower ranges, with Transparency of Commune Budget and Expenditure seeing the sharp decline, while Transparency of Local Land Use Plan/Price Frames stayed unchanged.
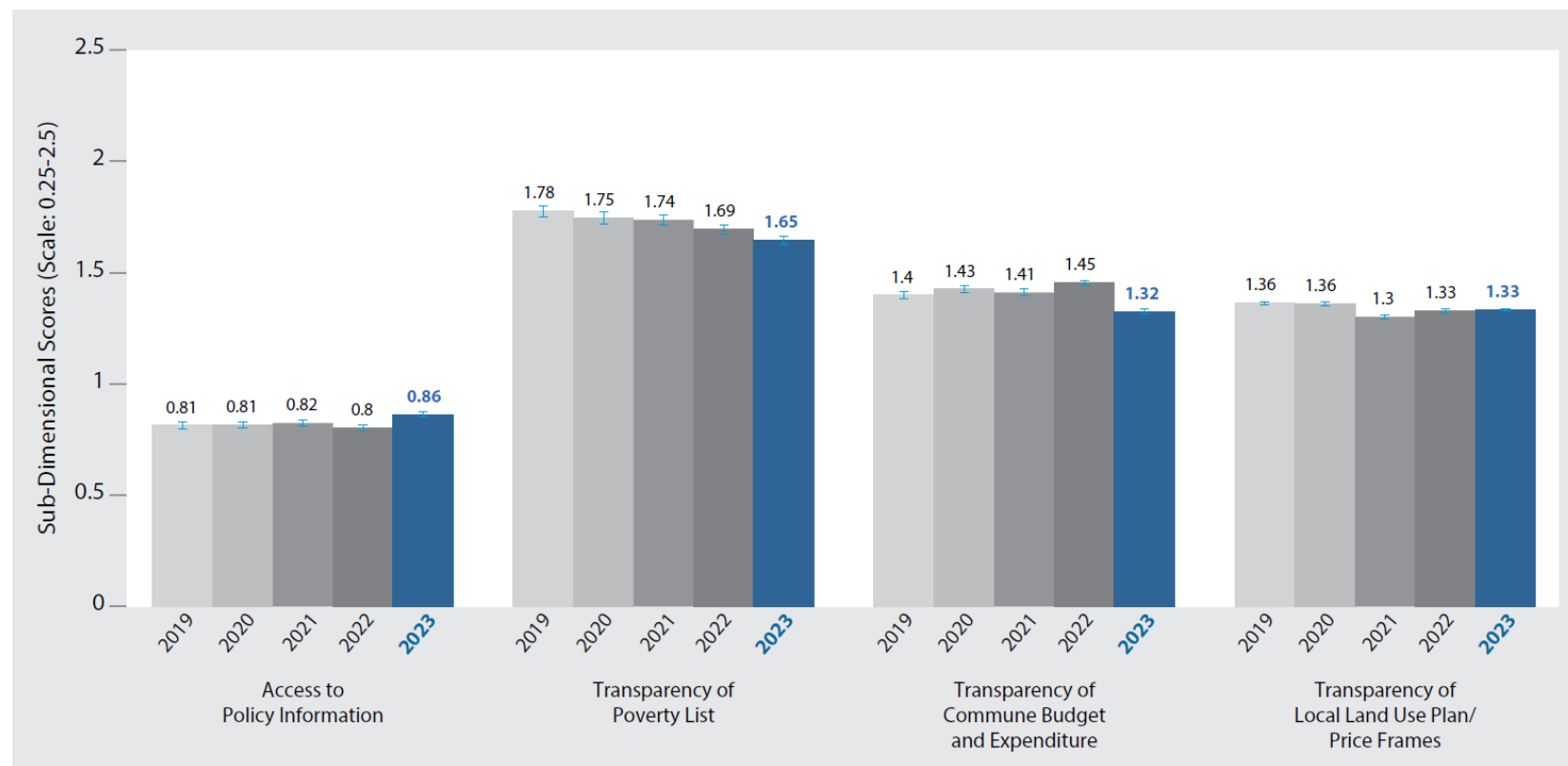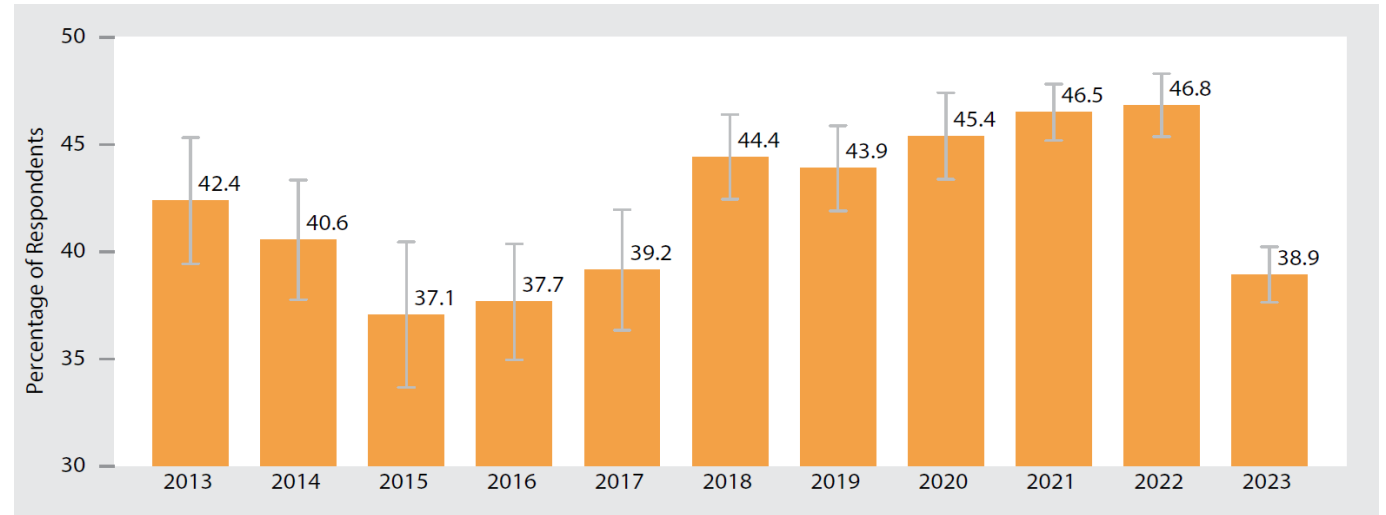

Changes in Transparency in Local Decision-making Scores (Dimension 2), 2019-2023

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# Transparency in Local Decision-Making Declined: Why?

- Decline in availability of information about local budget and expenditure: only 38.9% of respondents reported that commune governments disclosed the budget and expenditure worksheets in 2023, much lower than in previous 5 years.

- Decline in transparency of poverty lists: 37.6 percent said there were eligible households missing from the lists, higher than in previous 5 years.

Disclosure of Commune Budget and Expenditure Lists, 2013-2023

Eligible Households Missing from Local Poverty Lists, 2013-2023

PAPI 2023
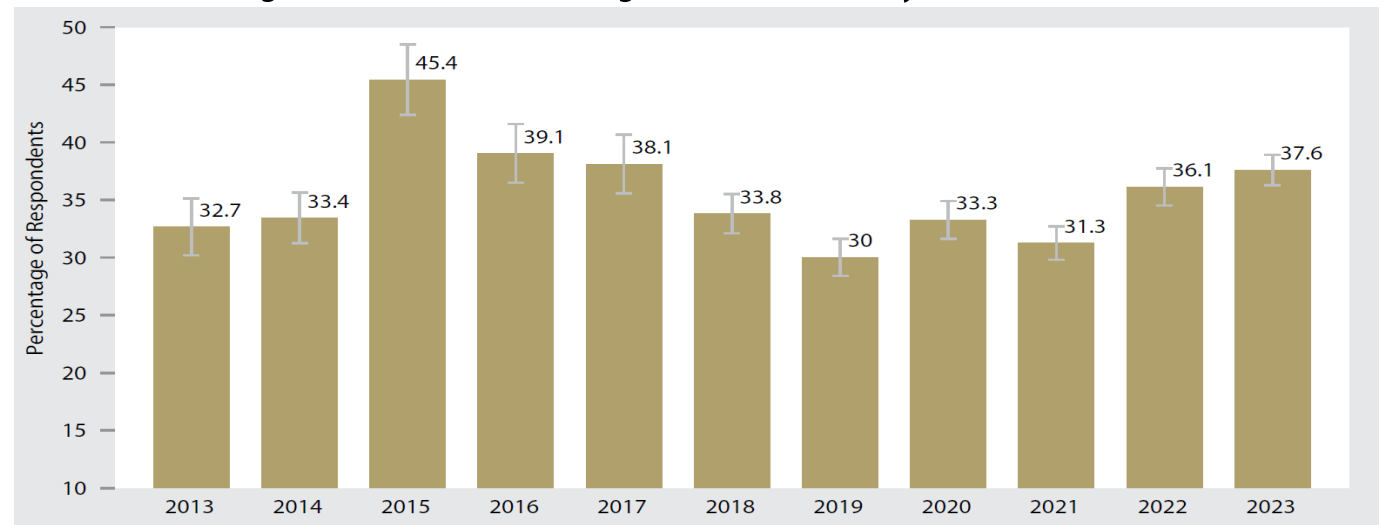
Performance in Control of Corruption in the Public Sector Slightly Improved in 2023

- Slight improvements seen in the sub-dimensions on Limits on Corruption in Local Government, Limits on Corruption in Public Services and Equity in State Employment

- A slight drop in the Willingness to Fight Corruption sub-dimension

- Despite higher score in 2023, Equity in State Employment remained the weakest dimension.
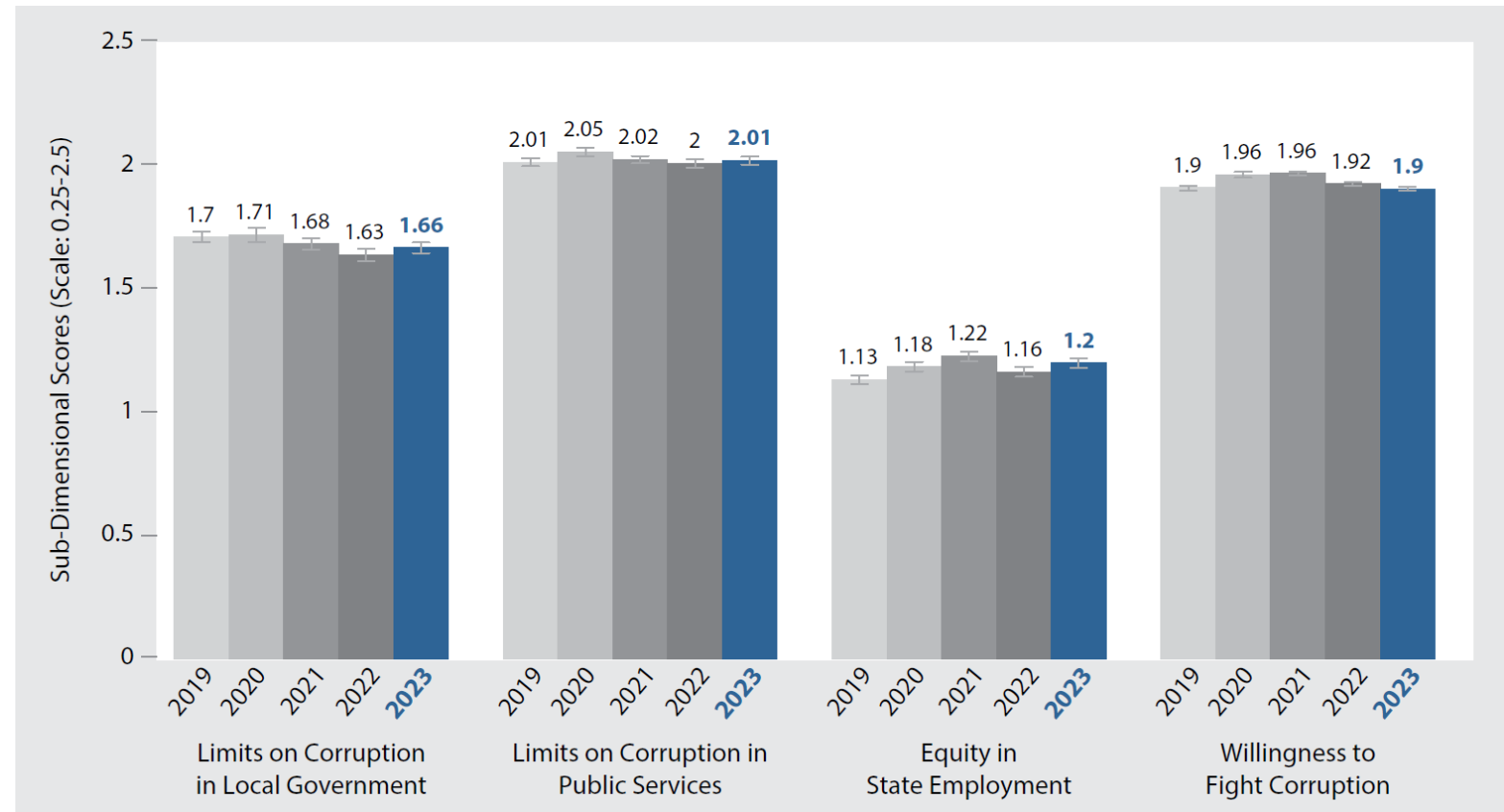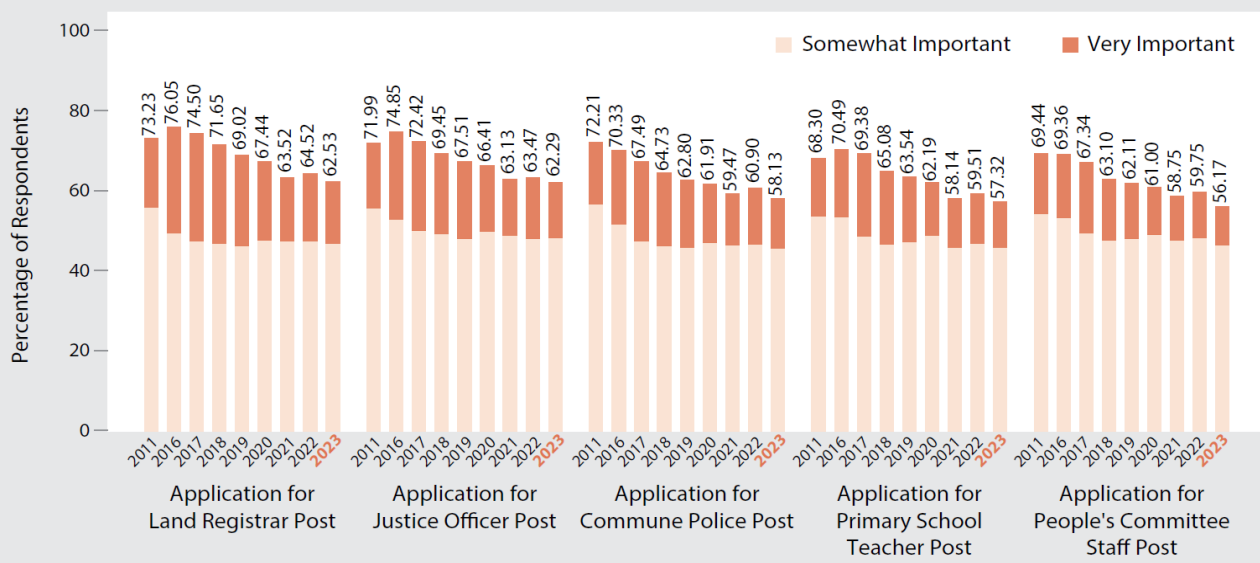

Changes in Control of Corruption in the Public Sector Sub-Dimensions, 2019-2023

- Citizen perception of corruption from everyday interactions with local governments: less negative towards 2023 in 5 out of 8 corrupt behaviours/acts (except for court rulings, state employment and construction permits)

Corruption as Perceived by Citizens, 2015-2023

- The proportion of respondents who believed that connections with authorized persons in the State apparatus are important to get a public office position has almost continuously dropped since 2016.
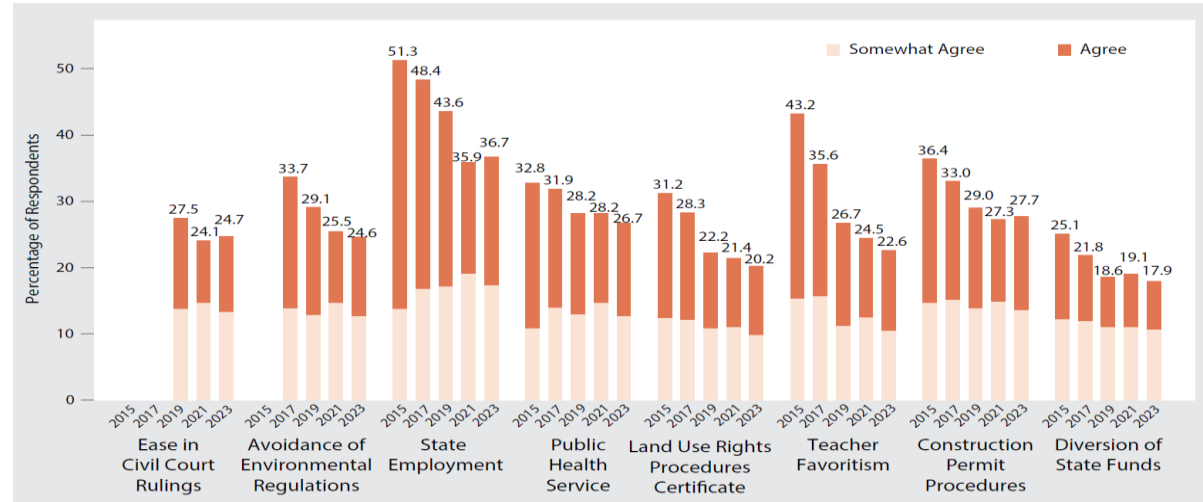
Importance of Connections for Different Civil Service Positions, 2011-2023

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Willingness to Fight Corruption on Downward Trend in 2023: Why?

- Declines in the percentage of respondents saying province-level governments and the national government are serious about addressing corruption

Provincial

- Serious in Fighting Corruption: 55.1 (2018), 58.28 (2019), 66.96 (2020), 69.07 (2021), 66.93 (2022), **65.89** (2023)
- Not Serious in Fighting Corruption: 44.9 (2018), 41.72 (2019), 33.04 (2020), 30.93 (2021), 33.07 (2022), **34.11** (2023)

National

- Serious in Fighting Corruption: 68.12 (2018), 70.38 (2019), 78.63 (2020), 78.62 (2021), 79.76 (2022), **77.43** (2023)
- Not Serious in Fighting Corruption: 31.88 (2018), 29.62 (2019), 21.37 (2020), 21.38 (2021), 20.24 (2022), **22.57** (2023)

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Conclusions and Policy Implication

- Transparency and effective control of corruption in the public sector are two important determinants of overall citizens' satisfaction with governance performance.

- Transparency experienced worrying declines, particularly with state budget and expenditure and enlisting poor households for state support, while transparency in land use plans/price frames stagnated.

- Citizens saw anti-corruption efforts rooting out bribery and nepotism, though the pace of improvement declined in 2023.

> ➤ More efforts needed to address transparency in poverty lists and local budget and expenditure at the local level to build confidence in local governments.
>
> ➤ Transparency in land use plans and land price frames requires a stronger boost in 2024 and beyond.
>
> ➤ Provincial governments take greater initiatives in preventing corruption in state employment and public service delivery.

Issues of Citizens' Greatest Concern in 2023: Implications for Policy Actions in 2024

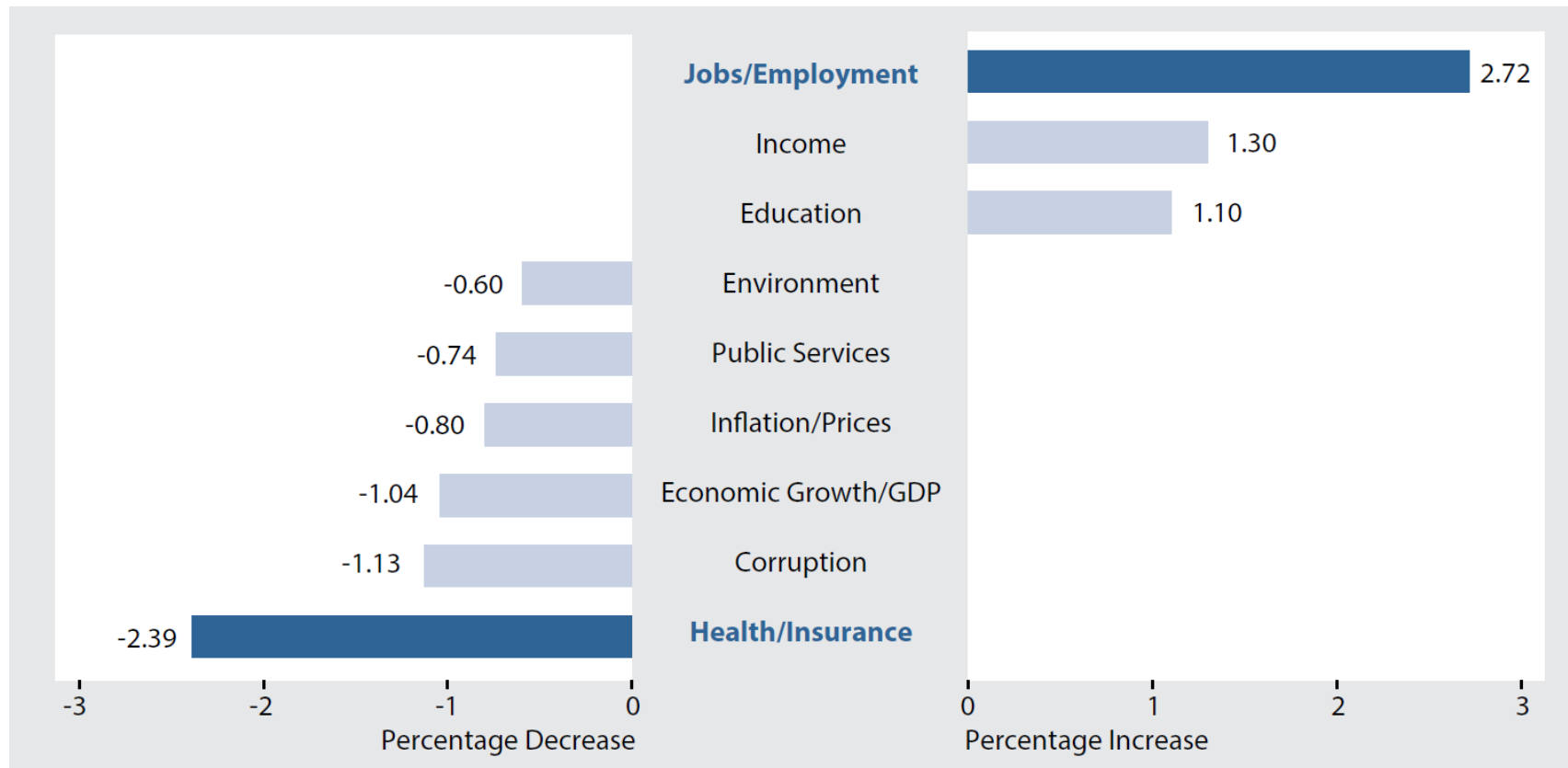# Top 10 Issues of Greatest Concern for Citizens in 2023

- 2023 saw a surge of concern about the economic related issues:

  - Poverty and hunger mentioned by 22.39% of the respondents

  - Jobs/employment: 12.79%

  - Economic growth/GDP: 9.20%

- Roads and education quality came as the 4th and 5th top issues
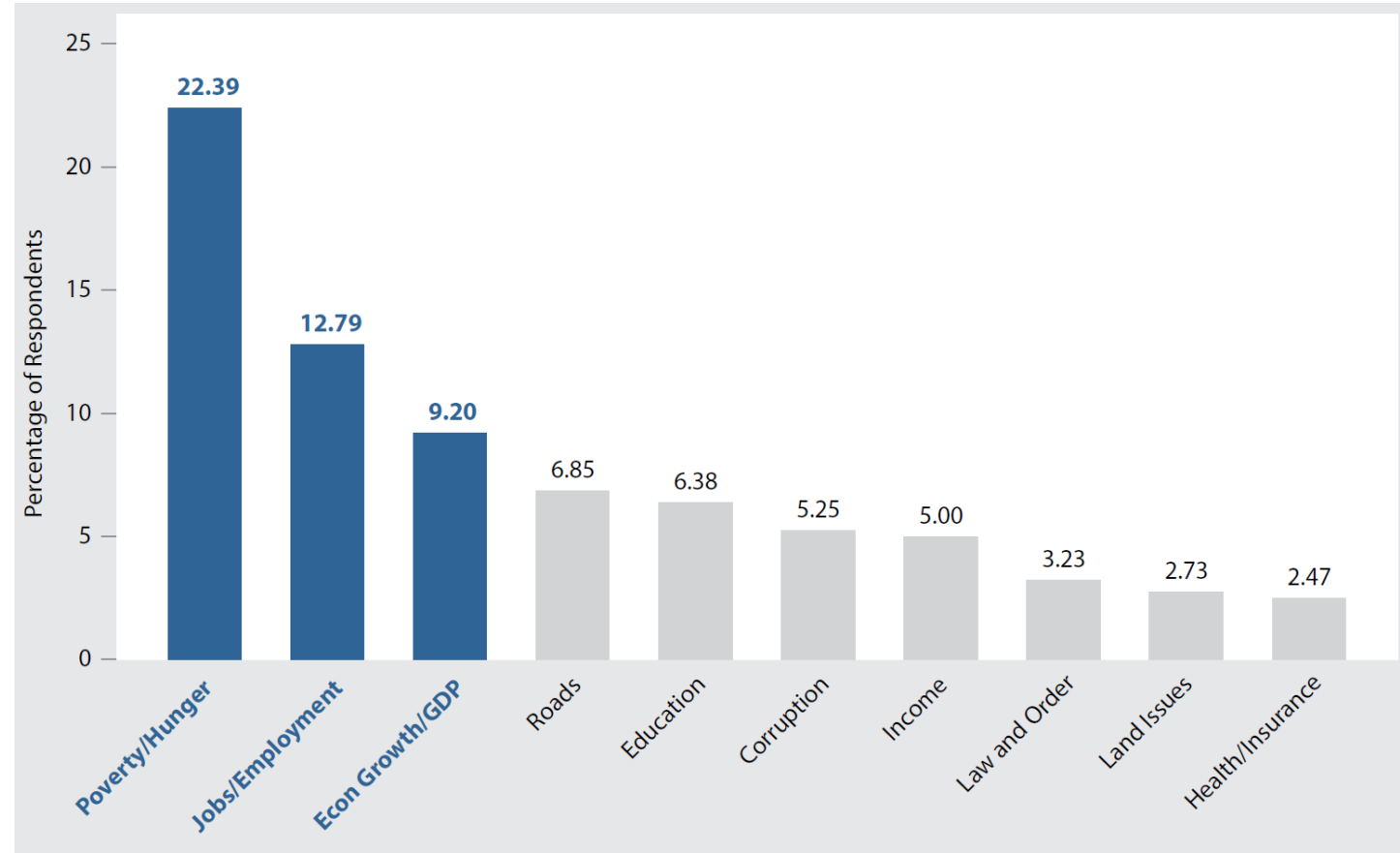
Issues of Greatest Concern for Citizens in 2023

# Issue of Greatest Concern in 2023: Concern about Jobs/Employment Spiked

- Largest rise in the percentage of respondents selecting jobs and employment as a top priority issue: by 2.7%;

- Concern about income and education with 1.3% and 1.1% points greater than 2022, respectively

- Concerns about health and health insurance diminished most significantly from 2022, with a 2.39 percent drop.

	Percentage Decrease	Percentage Increase
Jobs/Employment		2.72
Income		1.30
Education		1.10
Environment	-0.60	
Public Services	-0.74	
Inflation/Prices	-0.80	
Economic Growth/GDP	-1.04	
Corruption	-1.13	
Health/Insurance	-2.39	

Changes in Issues of Greatest Concern, 2021-2023

Trends in Issues of Greatest Concern for Citizen by Major Themes, 2015-2023

- Since 2017, citizens' concern with non-poverty economic-related issues increased every year:

  o in 2017: 23.11% cited economic issues as top concerns

  o In 2023: 33.58% cited economic issues as top

Changes in Aggregated Issues of Greatest Concern, 2015-2023
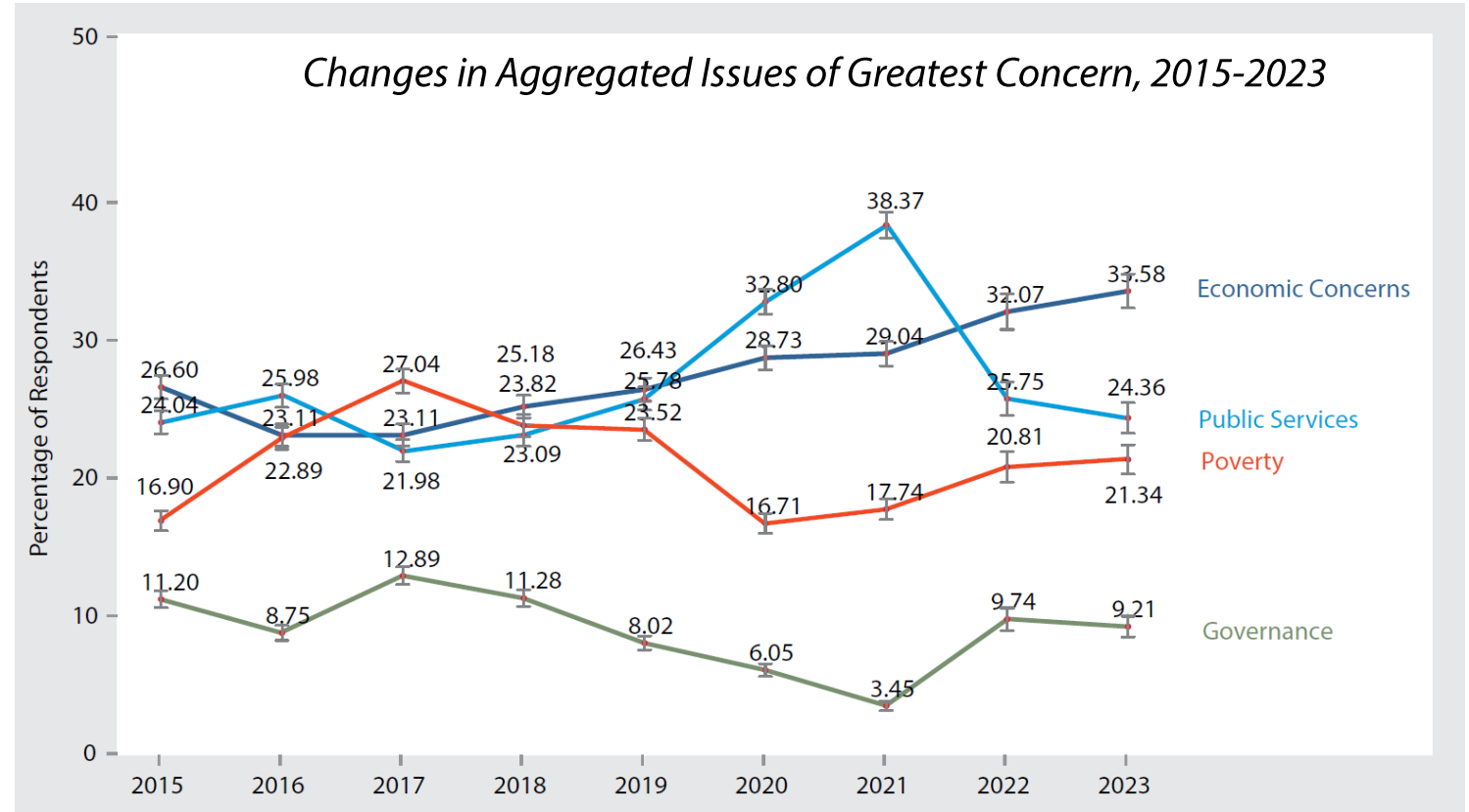
| Categories	Issues Included
Poverty	Poverty and Hunger
Economic Governance and Conditions	Jobs, Employment, Bank Loans, Agriculture Policy, GDP Growth, Inflation, Living Expenses, Access to Housing, Taxes, etc.
Public Service Delivery	Food Hygiene, Roads, Health Care, Clean Water, Irrigation, Education, Environment, Law and Order, Traffic Safety, Internet Access, etc.
Public Sector Governance	Corruption in the Public Sector, Participation in Policy-making, Transparency, Quality of Officials, Election Quality, Administrative Procedures, etc.

More Citizens were Worried about their Household Economic Condition in 2023

- More respondents indicated that their household economic situation was poor or very poor in 2023 compared to the survey results between 2017 to 2022.

- This reflects more pessimism with economy in 2023

Citizen Assessment of Current Household Economic Situation, 2013-2023
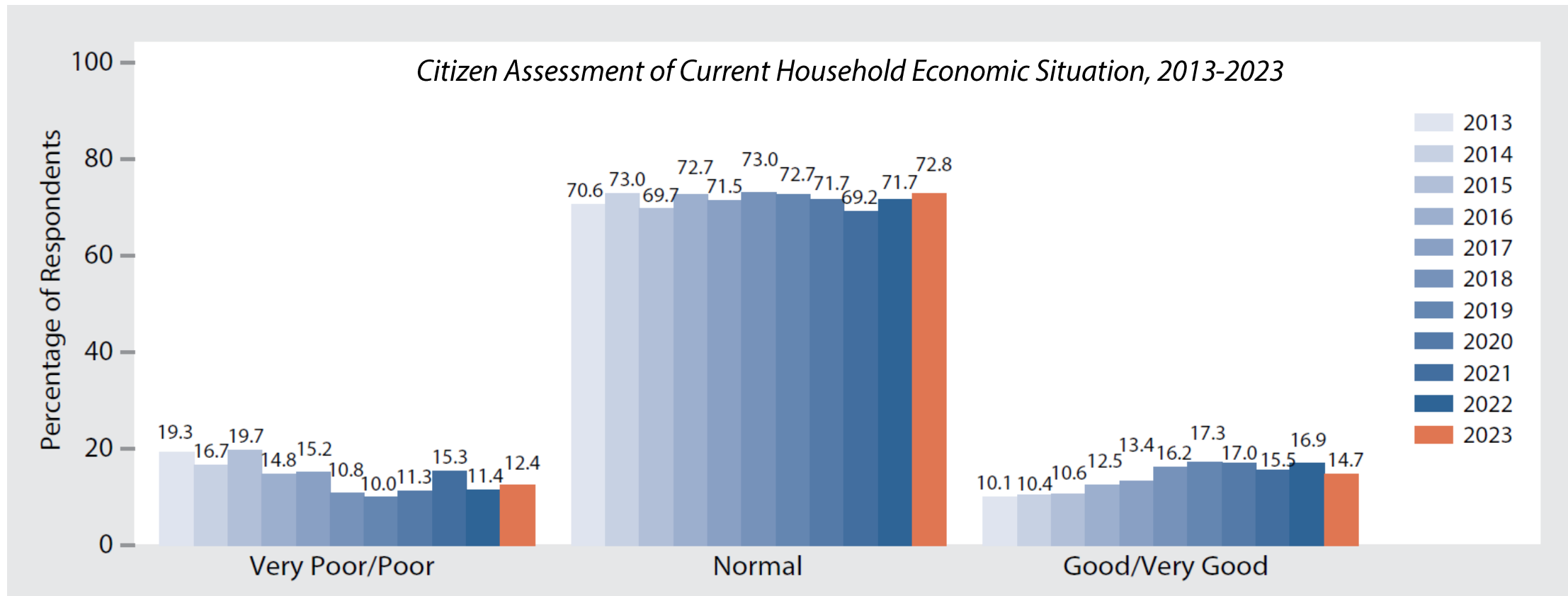
More citizens were pessimistic of household economic situation in 2023 compared to five years ago

- Lowest ever recorded number of respondents (51%) said their economic conditions improved compared to five years ago.

Change in Household Economic Conditions in Past Five Years, 2013-2023
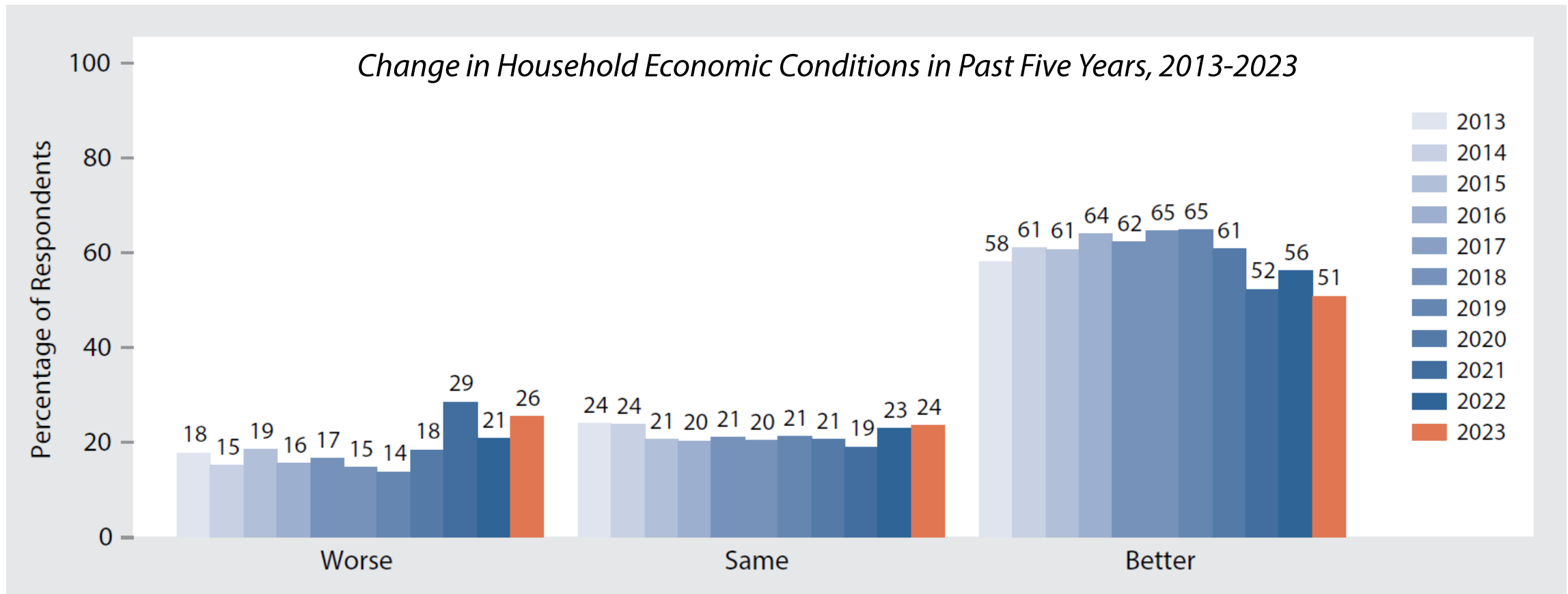
As economic concerns surged, concern about environment and other issues lagged out of top 10 issues in 2023

- Environment and health concerns dropped substantially since their peaks in 2016 (after the mass fish deaths in north-central Viet Nam in 2016) and 2021 (during the COVID-19 pandemic)

- This does not mean the environment and public services do not matter.

Changes in Selected Issues of Greatest Concern, 2015-2023
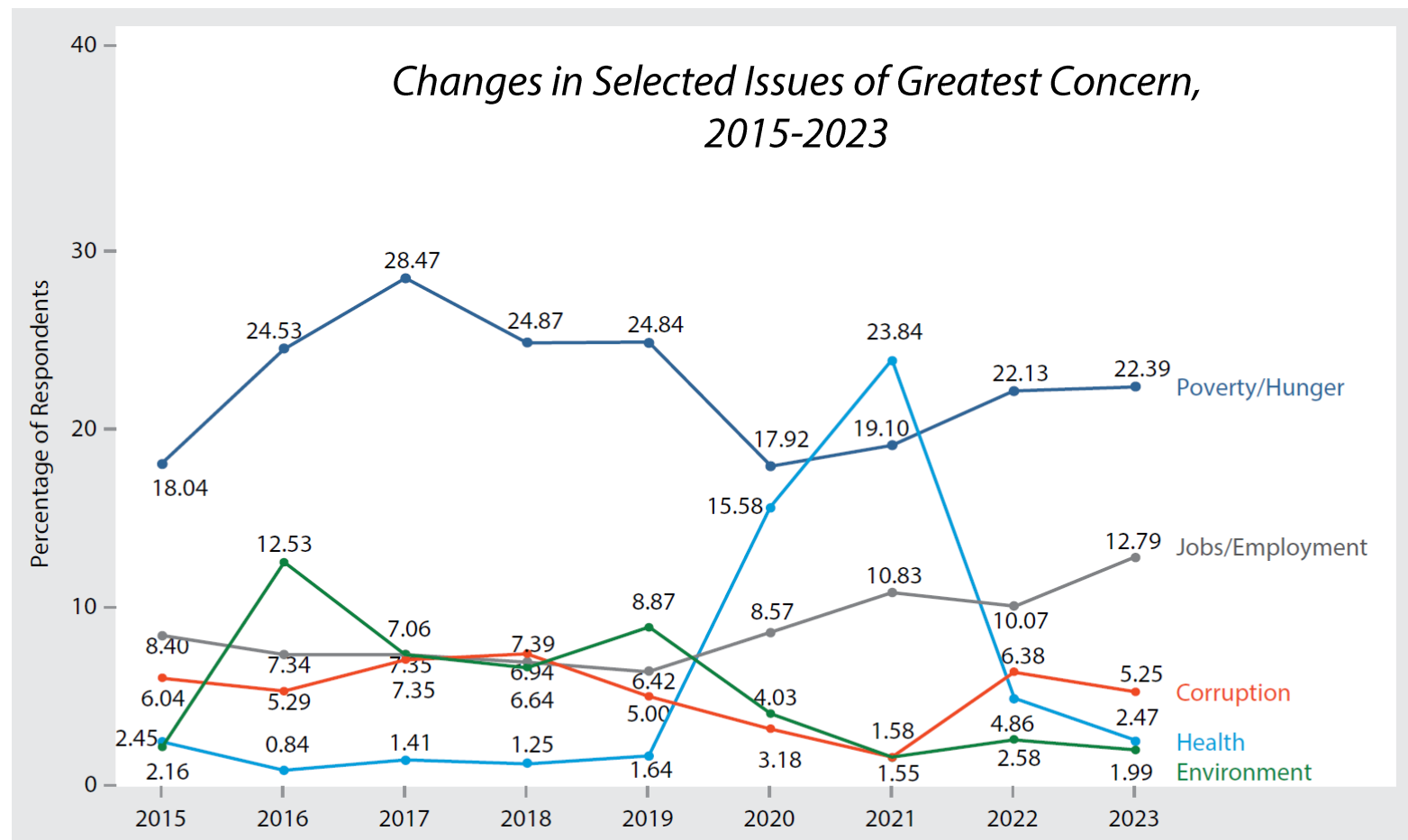
2023 Saw a Larger Number of Respondents in Mekong Delta Reporting Experience with Saline Intrusion

- From 2021 to 2022, more than twice as many respondents in Mekong River Delta provinces said they experienced salinization in their farming fields. The number slightly increased in 2023.

- Ben Tre and Tien Giang were particularly hard hit.
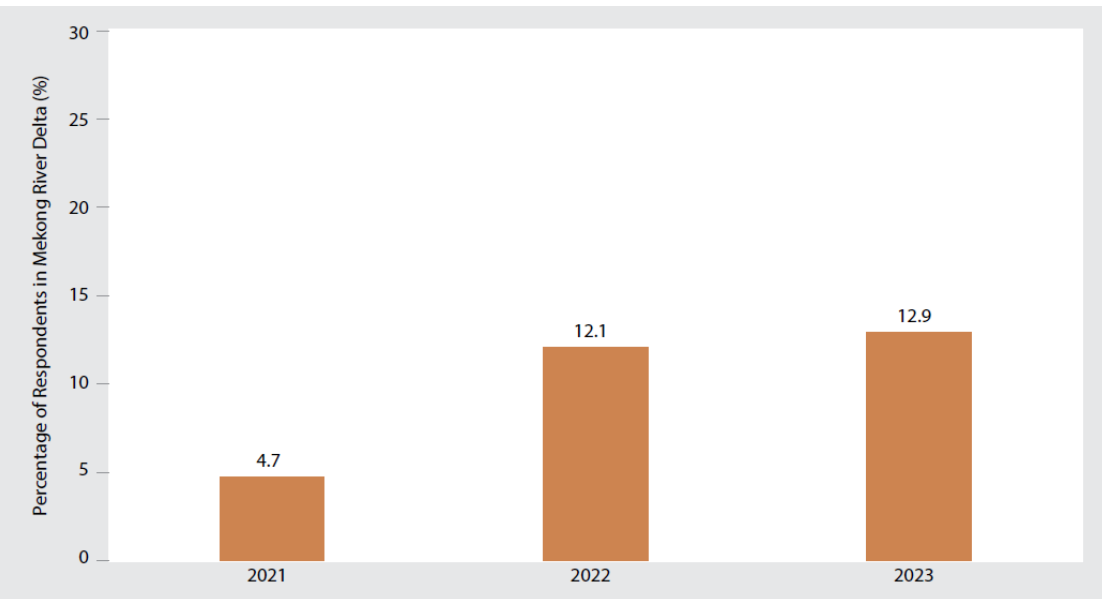
Percentage Experiencing Salinization in Mekong River Delta, 2021-2023
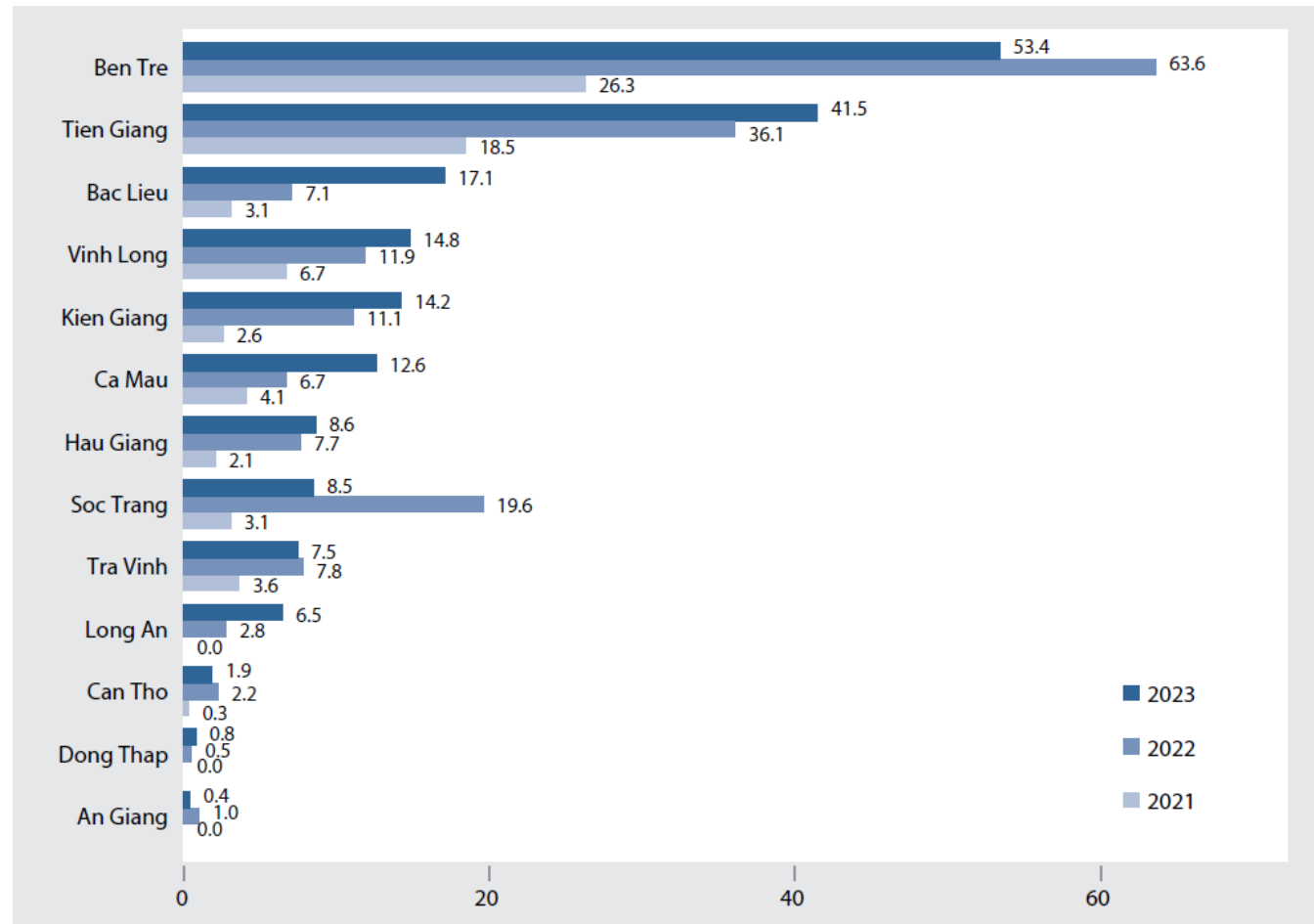
Percentage of Citizens Experiencing Salinization by Province in Mekong River Delta, 2021-2023

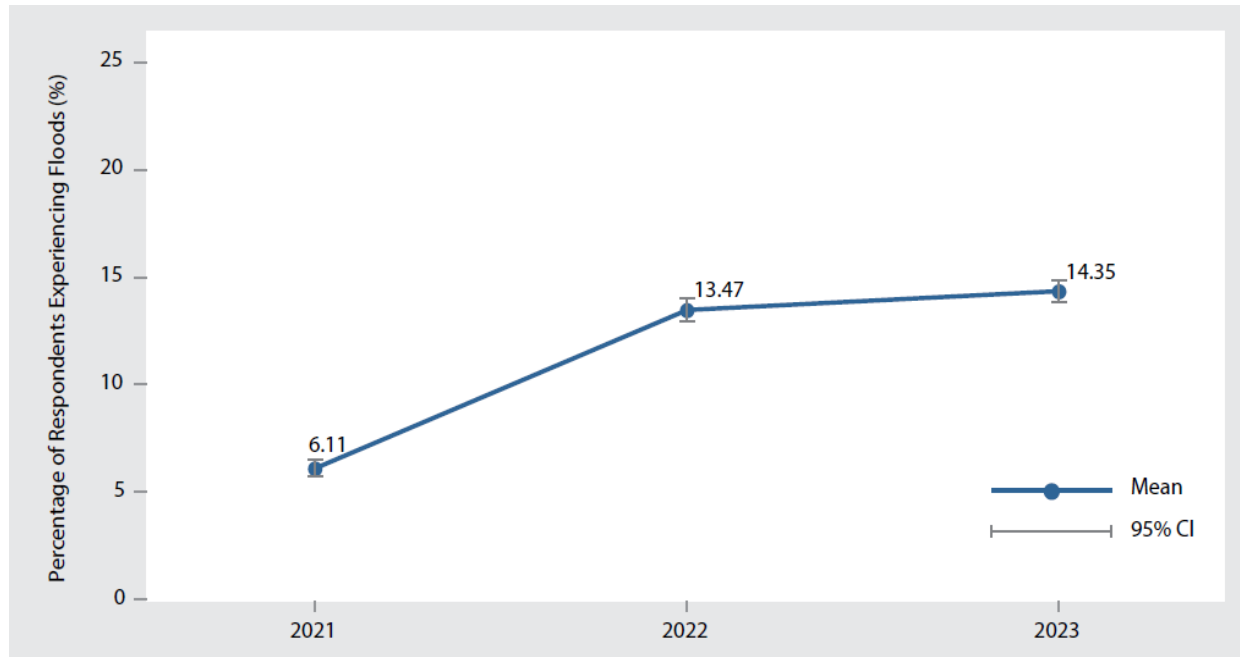# Citizens Reported Increased Incidences of Flooding in 2023

- The percentages of respondents experiencing flooding rose from 6 percent in 2021 to more than 13 percent in 2022 and 2023.

- Citizens in the North Central and Central Coastal region experienced the worst flooding

Total Percentage of Citizens Experiencing Flooding, 2021-2023
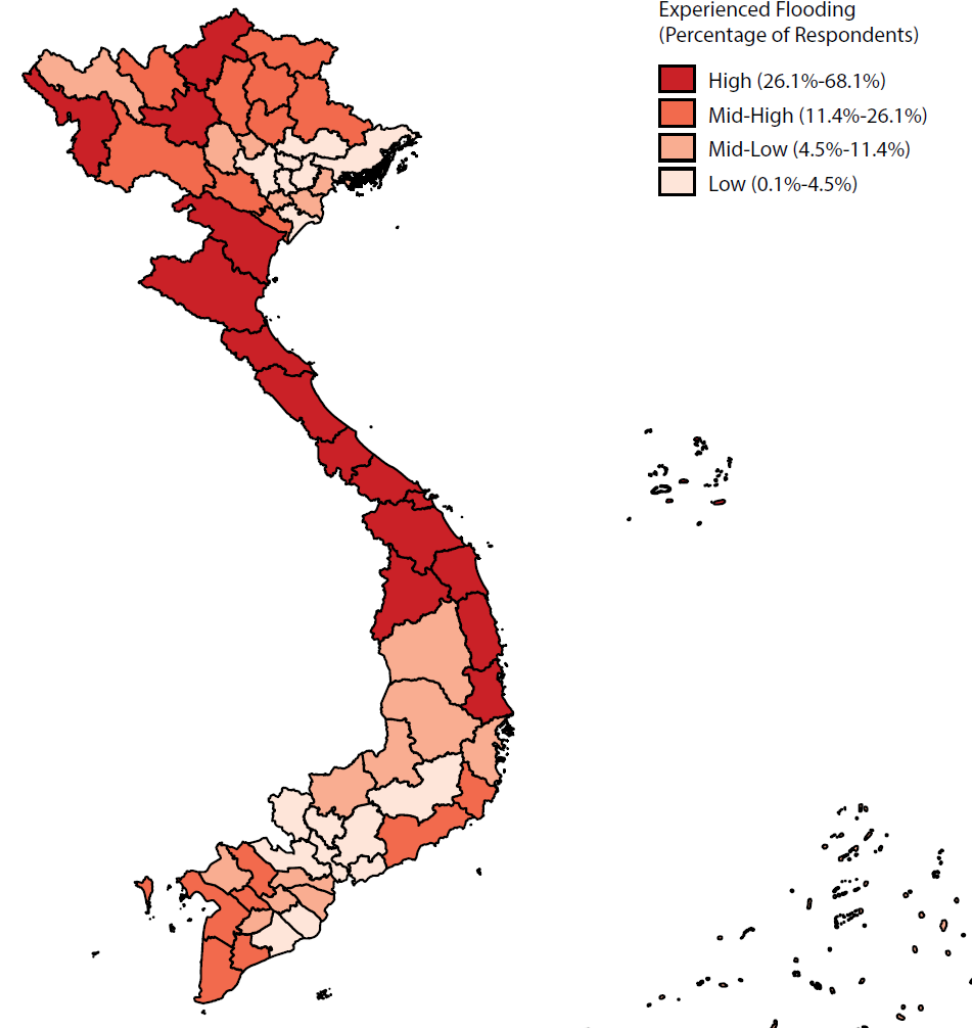
Percentage of Citizens Experiencing Flooding across Viet Nam, 2023

Experienced Flooding
(Percentage of Respondents)
- High (26.1%-68.1%)
- Mid-High (11.4%-26.1%)
- Mid-Low (4.5%-11.4%)
- Low (0.1%-4.5%)

PAPI 2023

Conclusions and Policy Implication

- Slower growth in the first three quarters of 2023 impacted citizen assessments of household and national economic situations

    - More citizens, especially ethnic minorities and the poorest segments of the population, perceived their household economic situations were getting worse.

    - A high number of citizens implied that poverty reduction, job creation and higher economic growth should be prioritized by the State.

- Even when economic-related matters increased as a concern, environment-related issues remain challenges

    - Citizens experienced more severe environmental challenges such as saline intrusion and floods in 2023 than in 2022.

➢ The central and local governments need to ensure that citizens are enabled to weather tough economic times and manage risks of natural disasters to avoid falling back into poverty.

➢ Incentives to facilitate public investment in basic infrastructure (roads) and public services (schools, clinics, hospitals) to create jobs in 2024 are needed.

➢ Viet Nam must balance the need for economic growth with the aspirations for climate adaptation to ensure citizens' livelihoods in areas most affected by climate change-driven disasters.

E-Governance Performance in 2023: Closing the Digital Divide

Dr. Edmund Malesky

PAPI Research
Team Member

PAPI 2023

Contents

- Background and Context

- Overview of E-Governance Performance Since 2020

- Provincial and National E-Service Portals

  - Levels of Performance

  - Potential Digital Divides

- Conclusions and Recommendations

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Background and Legislative Context

- 2019: Launch of National E-Service Portal w/ links to 63 Provincial Portals

- 2020: National Digital Transformation Programme by 2025

    - With a vision toward 2030

- 2022 (January): Decision No. 06/QD-TTg

    - On approving a scheme for the application of population data, e-identification, and e-authentication as part of the national digital transformation during 2022-2025

- 2022 (June): Decree No. 42/2022/ND-CP

    - On regulating the provision of information and public services online by regulatory agencies

Overview of E-Governance Performance since 2020

- E-governance is critical in allowing citizens to bypass cumbersome red tape that impedes smooth access of government services.

- Improvements in the PAPI E-Governance Dimension 8 in 2023 compared to the previous three years.

- Two foundations of improvements:
    1. Increased access to the internet
    2. Enhanced access to provincial e-governance portals.
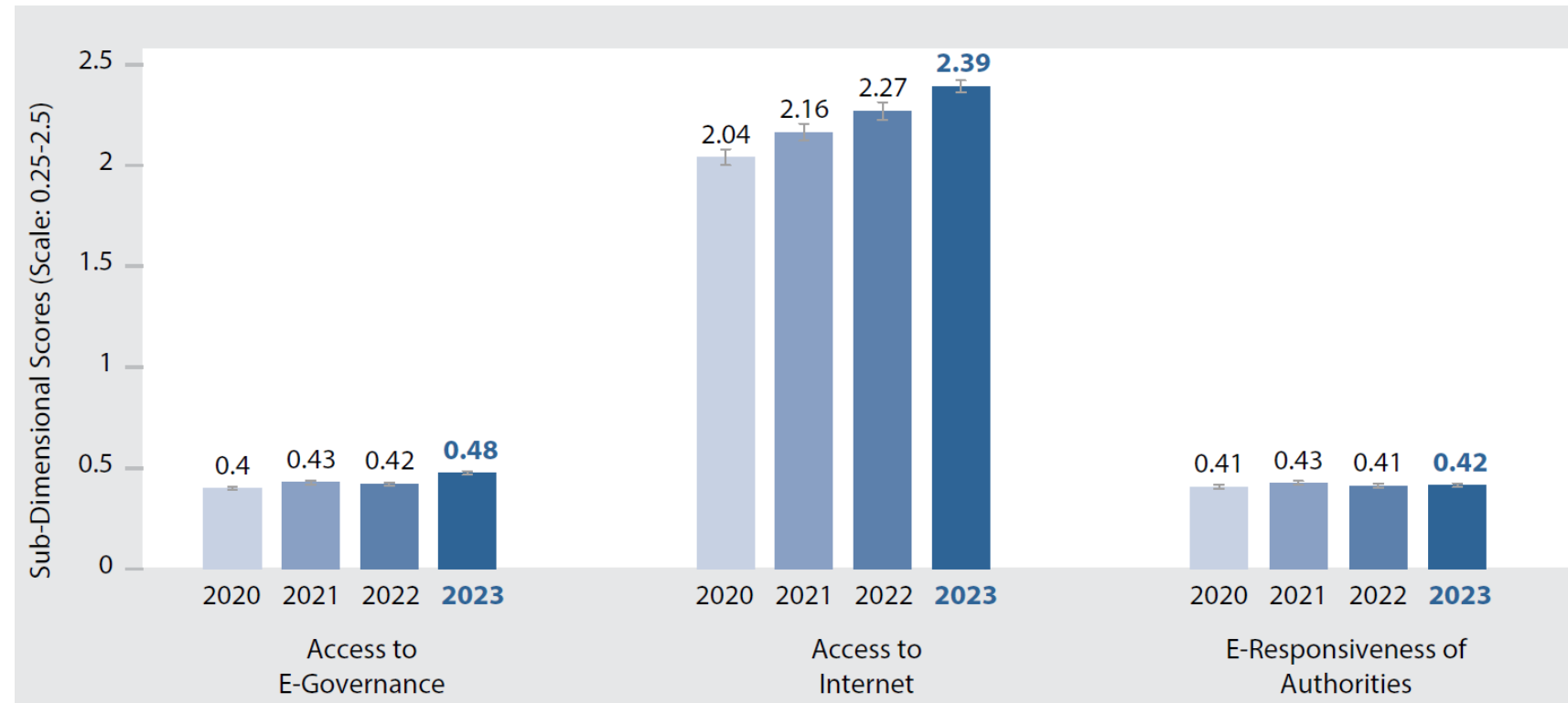
Changes in E-Governance Scores (Dimension 8), 2020-2023

Rapid Growth in Internet Access since 2016

- In 2023, nearly 80% of PAPI survey respondents said they had access to the internet at home, double the percentage of 31% in 2016.

- The percentage of respondents reading news from online sources nearly tripled after eight years, from 23% in 2016 to nearly 59% in 2023.
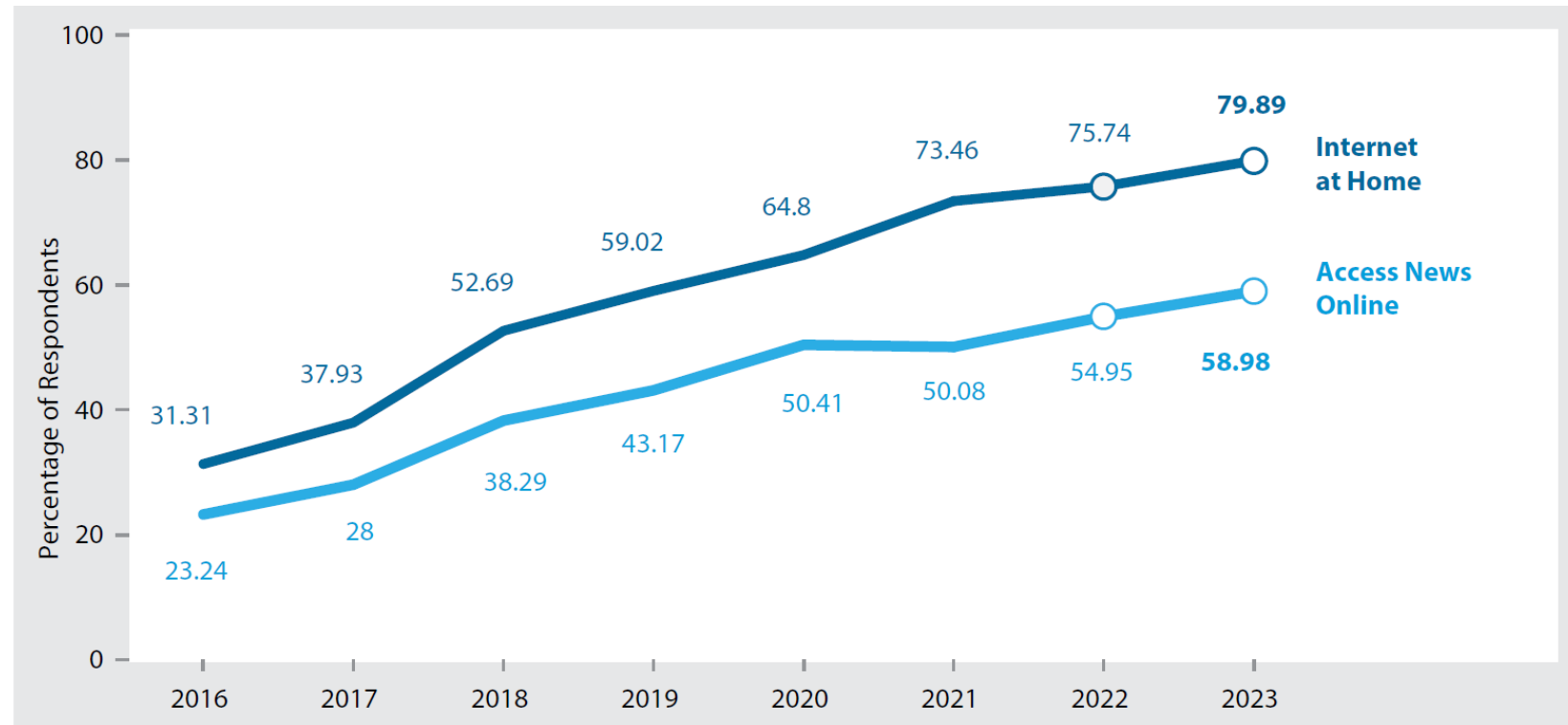

Access to News Online and Access to Internet at Home, 2016-2023

Gaps in Access to Internet at Home Converging toward 2023

Although converging towards 2023, real divides in access to the internet demarcated by gender, living areas, ethnicity, and migrant status:

- a persistent 5-10 percentage point gap favours men over the years

- ethnic minorities have a constant 10-20 point lower access compared to the Kinh majority

- urban and rural gap shrinking, but still at 9% in 2023.

- permanent residents with access about 5% greater than non-permanent migrants over the three years.
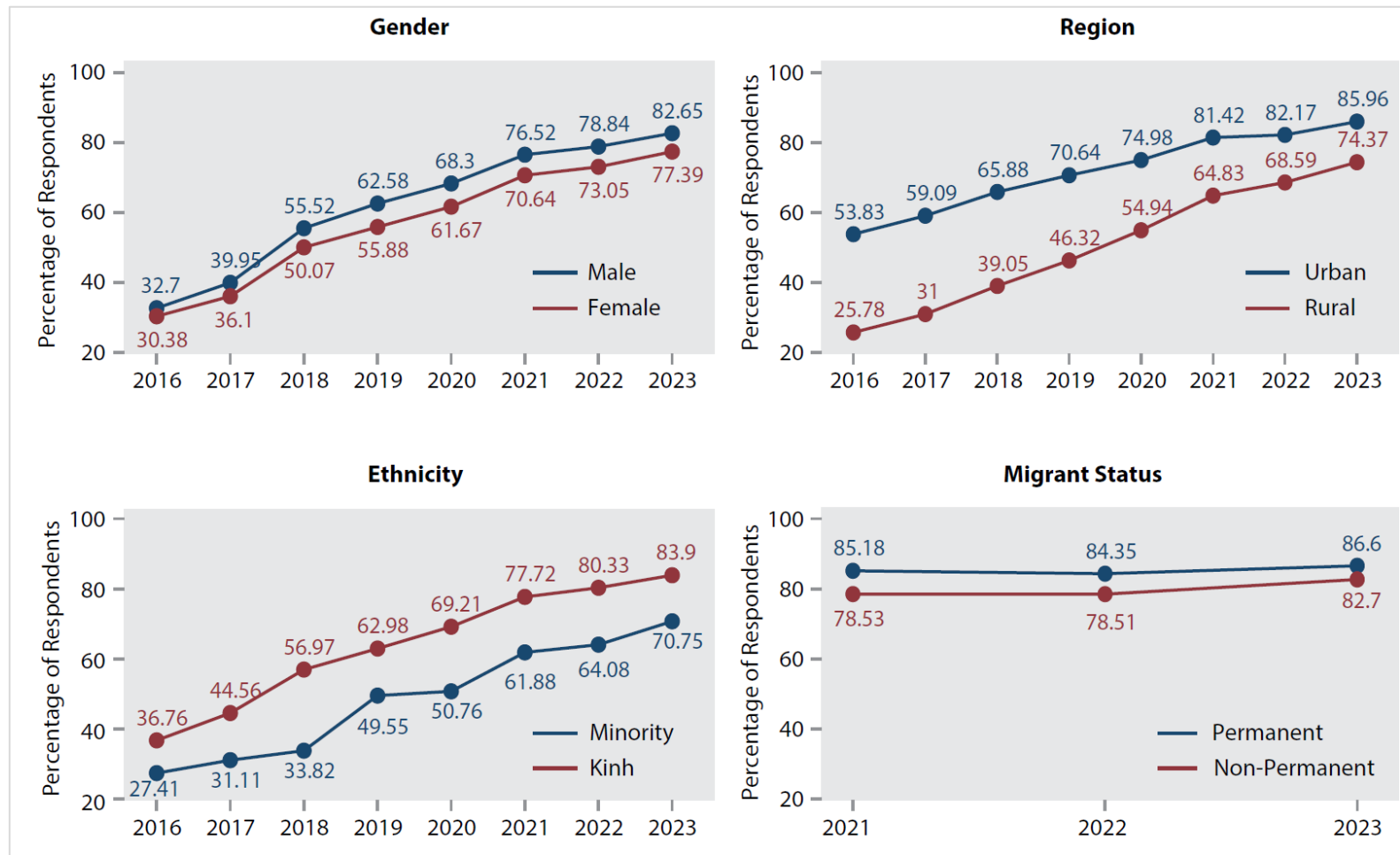
Percentage of Respondents Having Access to Internet at Home, 2016-2023

Similar Digital Divides with Computers and Smartphones

- Gaps in ownership of personal computers remained wide, while personal computers have been the key facility for the use of e-services

  - >13 points more for Kinh majority v. ethnic minorities

  - ~13 points for permanent residents v. migrants

  - 7 points more for urban v. rural respondents

  - 6% more for men than women

- Gaps in ownership of smartphones narrowed in 2023, while smartphones can serve as a single-device-based access to e-services

  - 6 points more for Kinh majority v. ethnic minorities

  - 4 points more men v. women

  - 4 points more urban v. rural respondents

  - No gap between permanent residents and migrants
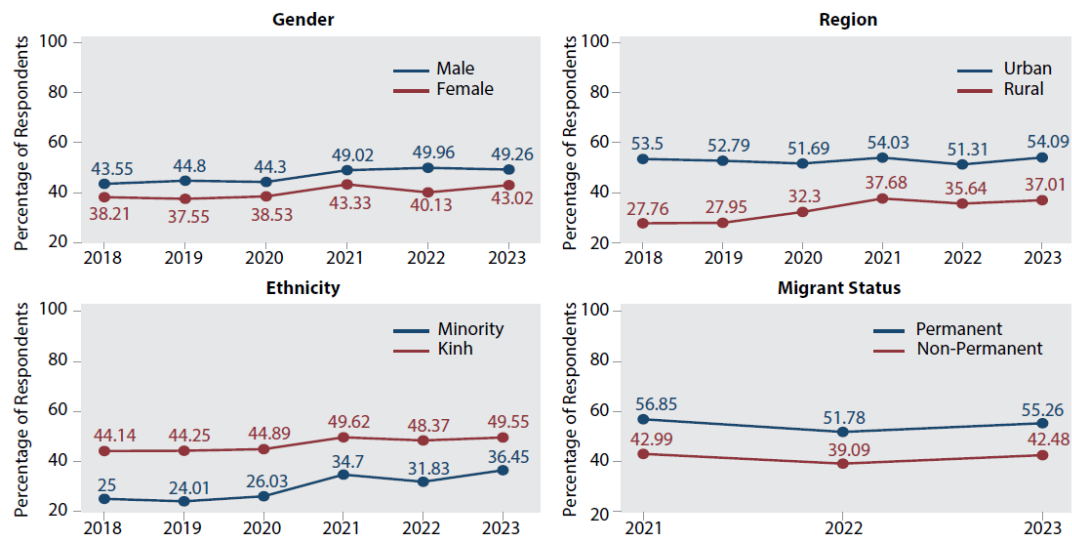
Percentage of Respondents Having a Computer/Laptop, 2018-2023
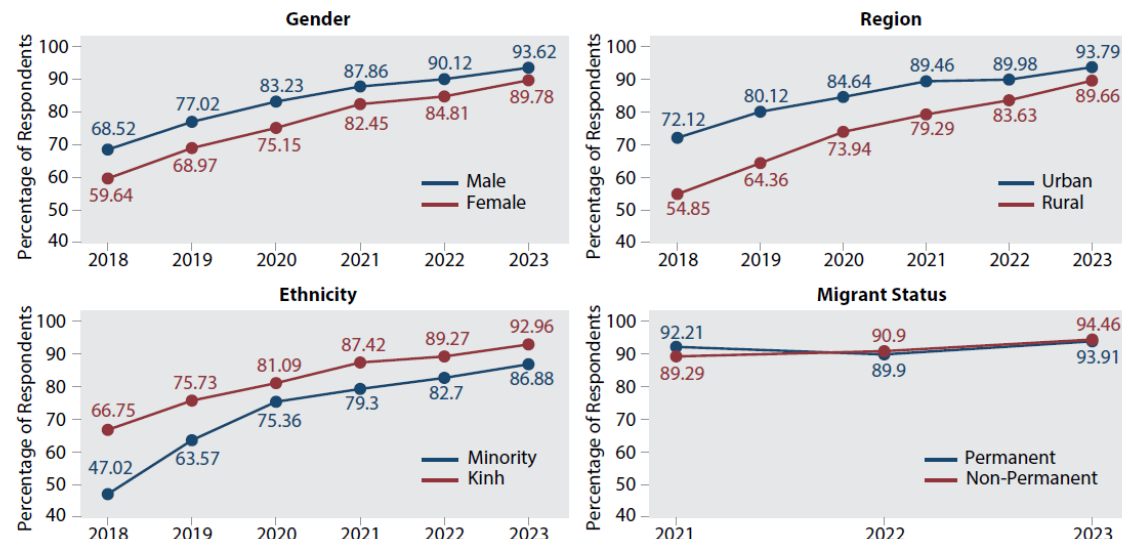
Percentage of Respondents Having a Smartphone, 2018-2023

Local Government Information Portals Largely Unused by Citizens

- These portals are mandated to act as information gateways for citizens

- They have extremely low take-up (2.44%-3.06%) from 2020 to 2023.

- Among those who used the portals, only 26.4% found them user-friendly in 2023

    - Lower than nearly 32% in 2021

- A declining percentage of citizens say draft documents were online for public consultation

  - 62% in 2021 to 52% in 2023

- The number of those reporting comments were responded to fell below 2020 level.
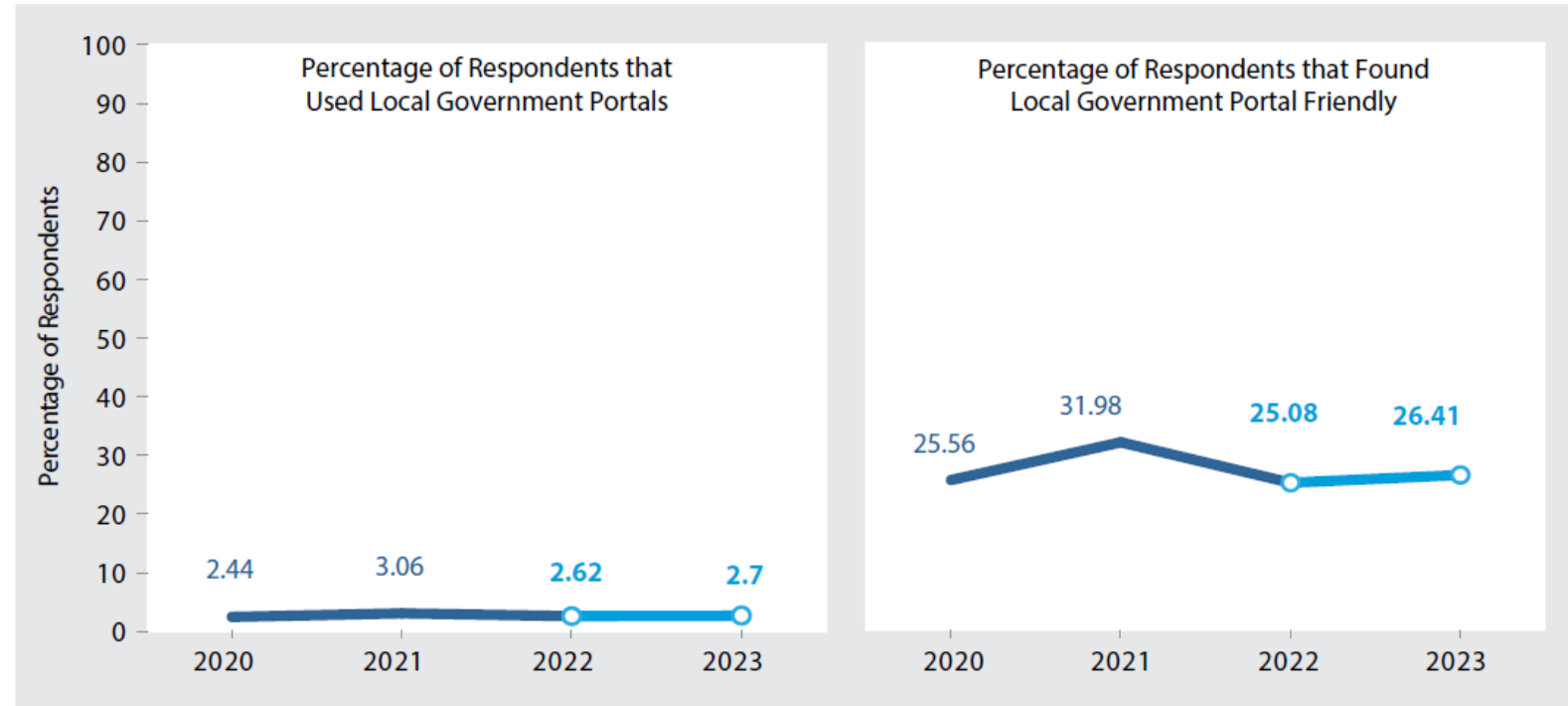
Percentage of Respondents Agreeing that Draft Regulations were Posted Online for Citizens' Comments

- 2020: 46.87
- 2021: 62.09
- 2022: 57.28
- 2023: 52.26

Percentage of Respondents Agreeing that Citizens' Comments were Responded to Online

- 2020: 14.99
- 2021: 18.18
- 2022: 15.92
- 2023: 14.49

PAPI 2023
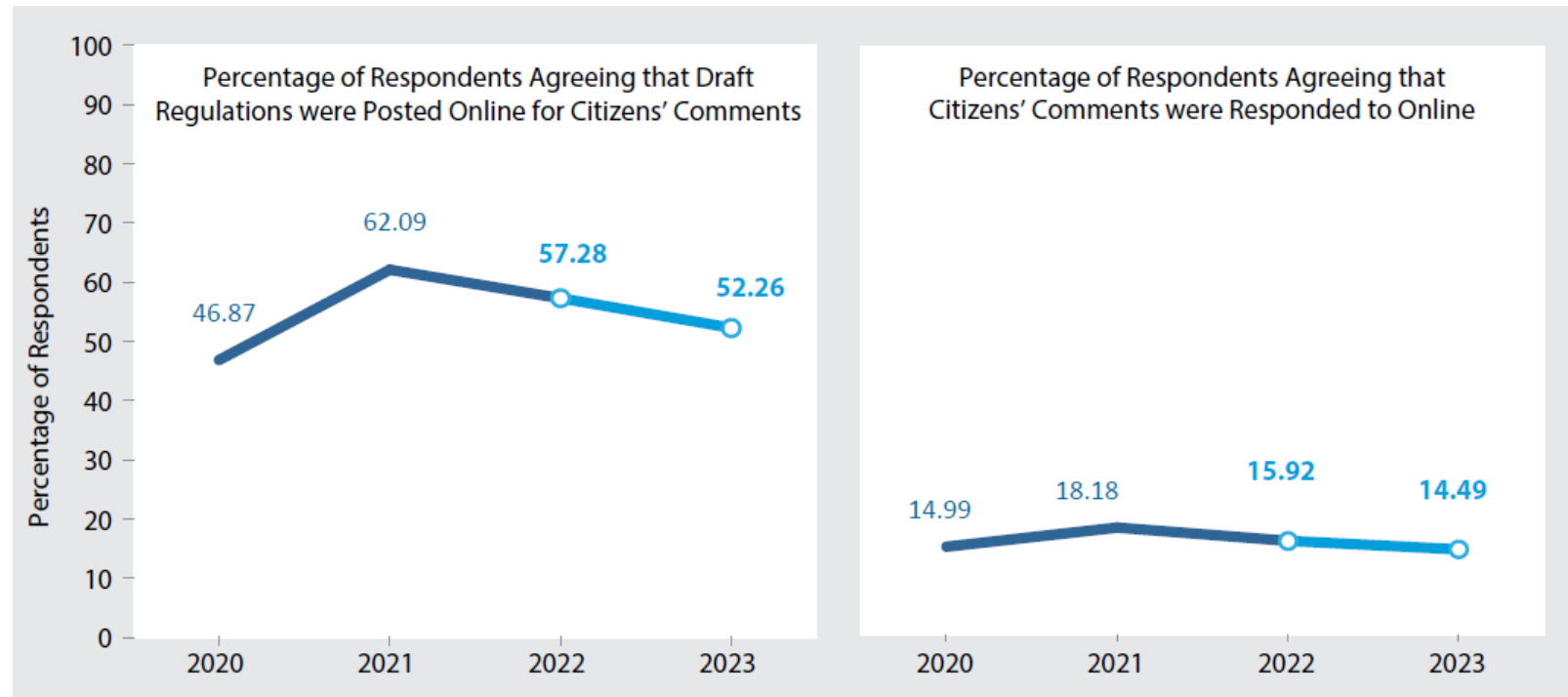
Experiences with National and Provincial E-Service Portals

- Among 1,680 citizens who used PESPs during 2023, 45.3 percent performed administrative procedures for themselves or their families.

- Among those doing administrative procedures on PESPs, 46.4% paid for the service online on PESPs.

- Personal privacy a concern among 1/3 of both NESP and PESP users

- Among 1,743 citizens who used NESP during 2023, 53.6 percent performed administrative procedures for themselves and/or their families.

- Among those doing administrative procedures on NESP, 53.6% could pay for the service online on NESP.

Provincial E-Service Portal

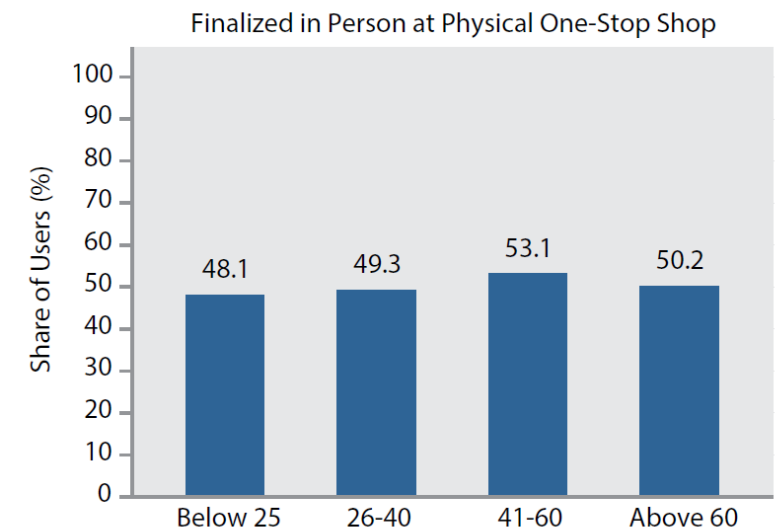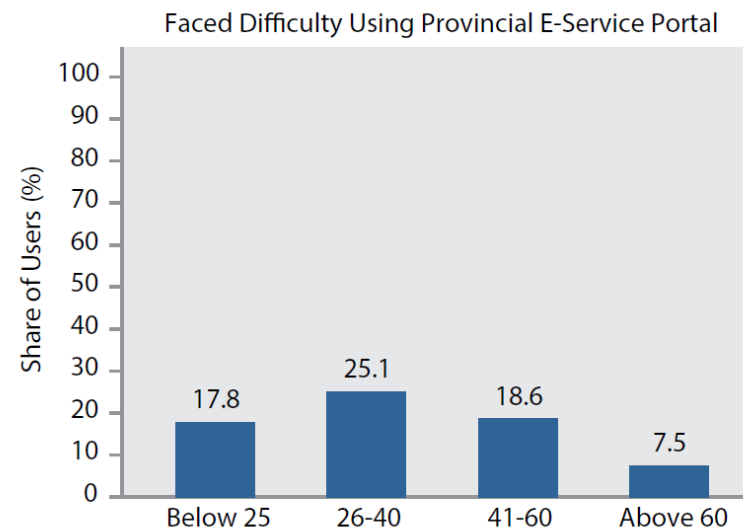| Category	Value
Users/Respondents	7.6 (1,680 Provincial E-Service Portal Users)
Performed Administrative Procedures	45.3
Able to Pay Online for the Service	46.4
Satisfied with the Online Service	94.3
Concerned about Personal Privacy	30.7

National E-Service Portal

Category	Value
Users/Respondents	8.3 (1,743 National E-Service Portal Users)
Performed Administrative Procedures	53.6
Able to Pay Online for the Service	53.6
Satisfied with the Online Service	88.7
Concerned about Personal Privacy	33.1

Percentage of Respondents/Users (%)

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Significant Differences in E-Portal Experiences by Age

- Oldest respondents (above 60 years old) were less likely to submit applications online.

- However, those in oldest bracket, who submitted applications, were less likely to face difficulties.

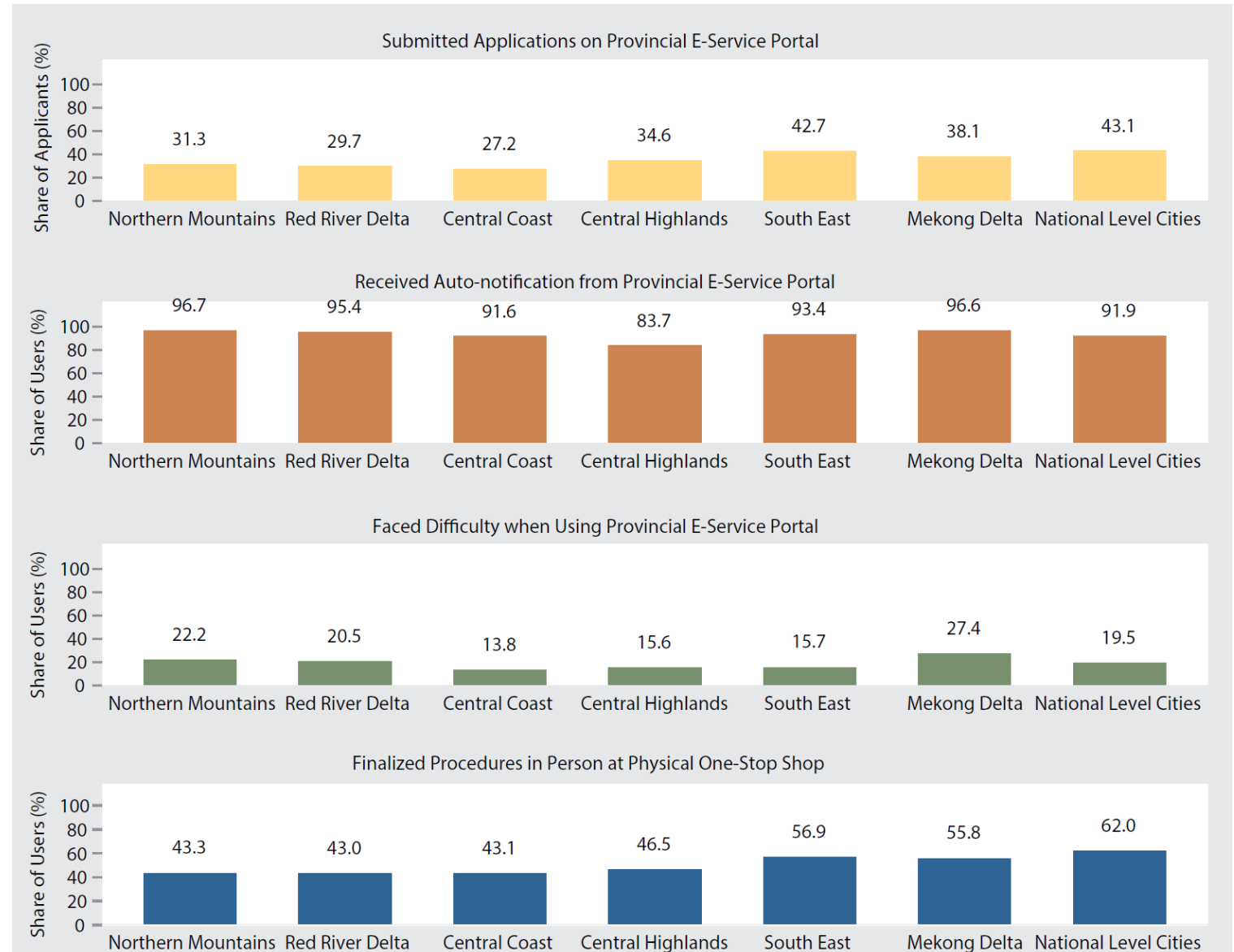- Youngest respondents (below 25 years old) were also less likely to submit procedures online than the middle two age brackets (26-40, and 41-60 years old).

- However, younger ones more commonly faced difficulties.
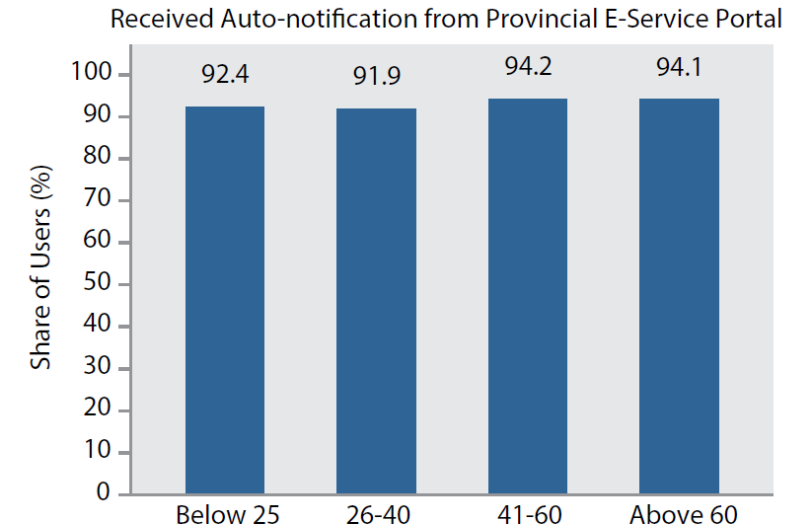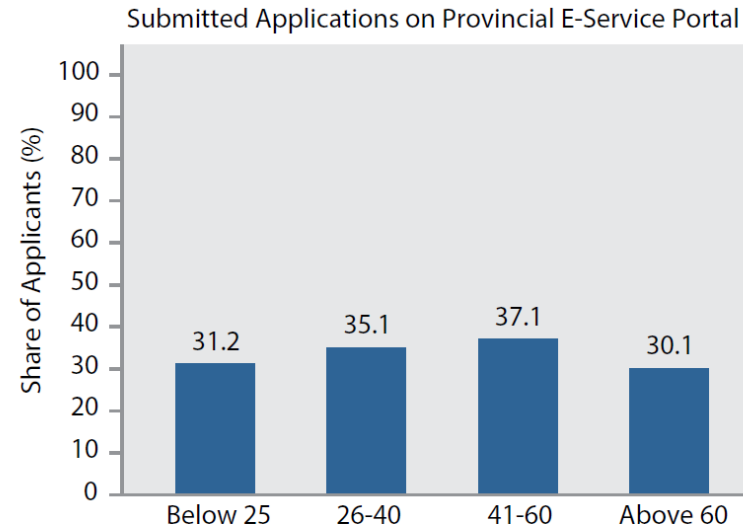
Submitted Applications on Provincial E-Service Portal

Share of Applicants (%)

Below 25	26-40	41-60	Above 60
31.2	35.1	37.1	30.1

Received Auto-notification from Provincial E-Service Portal

Share of Users (%)

Below 25	26-40	41-60	Above 60
92.4	91.9	94.2	94.1

Faced Difficulty Using Provincial E-Service Portal

Share of Users (%)

Below 25	26-40	41-60	Above 60
17.8	25.1	18.6	7.5

Finalized in Person at Physical One-Stop Shop

Share of Users (%)

| Below 25	26-40	41-60	Above 60
48.1	49.3	53.1	50.2

- Five centrally-run municipalities had the highest percentage of PESP users, although users also faced difficulty at a rate comparable to users in other regions.

- Among the six regions, PESPs were used more in the Southeastern region.

- However, the percentages of users from both centrally-run municipalities and the Southeast region that must visit OSSs to finalize procedures in person were also the highest.

Submitted Applications on Provincial E-Service Portal

Share of Applicants (%)

Northern Mountains	Red River Delta	Central Coast	Central Highlands	South East	Mekong Delta	National Level Cities
31.3	29.7	27.2	34.6	42.7	38.1	43.1

Received Auto-notification from Provincial E-Service Portal

Share of Users (%)

Northern Mountains	Red River Delta	Central Coast	Central Highlands	South East	Mekong Delta	National Level Cities
96.7	95.4	91.6	83.7	93.4	96.6	91.9

Faced Difficulty when Using Provincial E-Service Portal

Share of Users (%)

Northern Mountains	Red River Delta	Central Coast	Central Highlands	South East	Mekong Delta	National Level Cities
22.2	20.5	13.8	15.6	15.7	27.4	19.5

Finalized Procedures in Person at Physical One-Stop Shop

Share of Users (%)

Northern Mountains	Red River Delta	Central Coast	Central Highlands	South East	Mekong Delta	National Level Cities
43.3	43.0	43.1	46.5	56.9	55.8	62.0

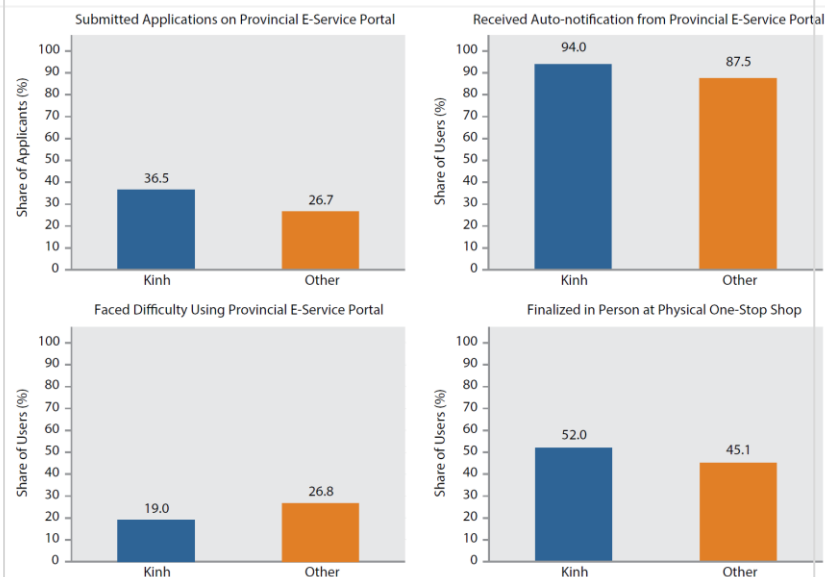# Slight Differences in Experience with Use of PESPs by Gender, Ethnicity, Rural/Urban Divides in 2023

Women applicants were more likely to come in person at an OSS to complete procedures than men applicants.
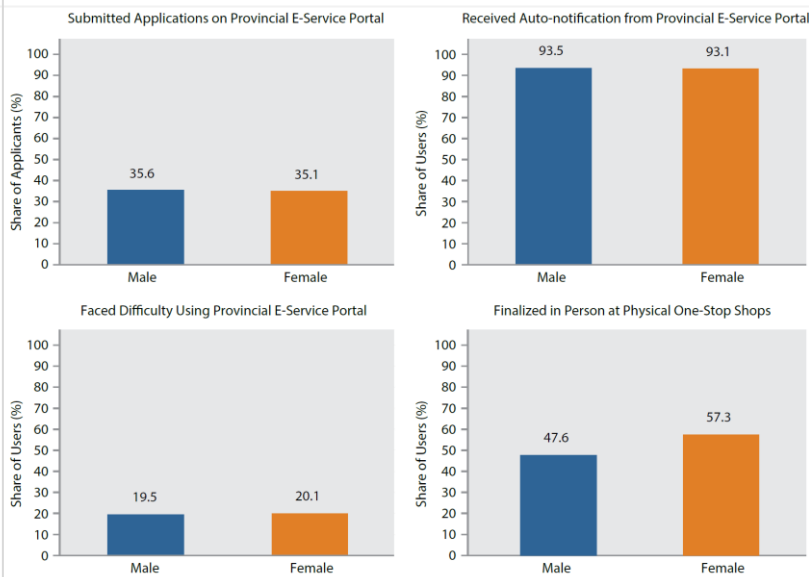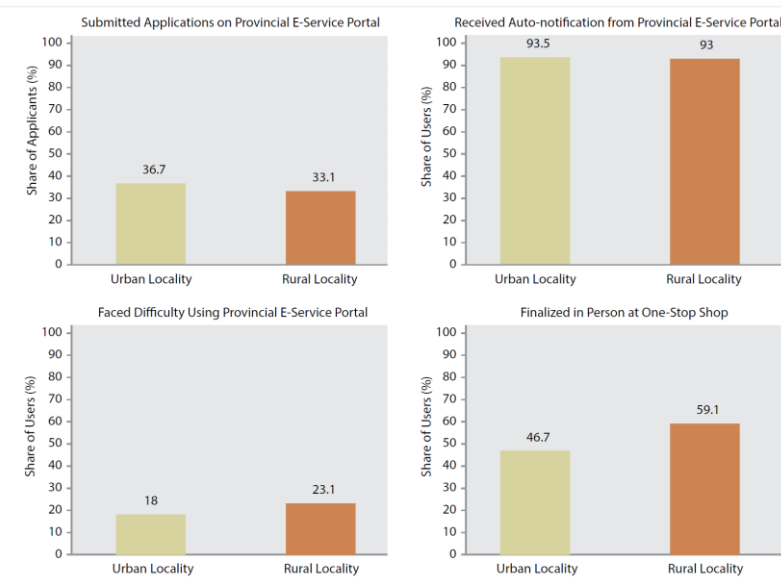
Ethnic minorities were less likely to submit applications through PESPs and receive auto-notifications from the portals.

More rural applicants to finalize paperwork in-person at physical one-stop shops.

Users' Experience with PESPs by Gender

**Users' Experience with PESPs by Ethnicity**

Users' Experience with PESPs by Urban-Rural Areas

PAPI 2023

- Those who did some or all processes of the three procedures (LURCs, government certification, and personal papers) online were slightly more satisfied than those who completed them only offline.
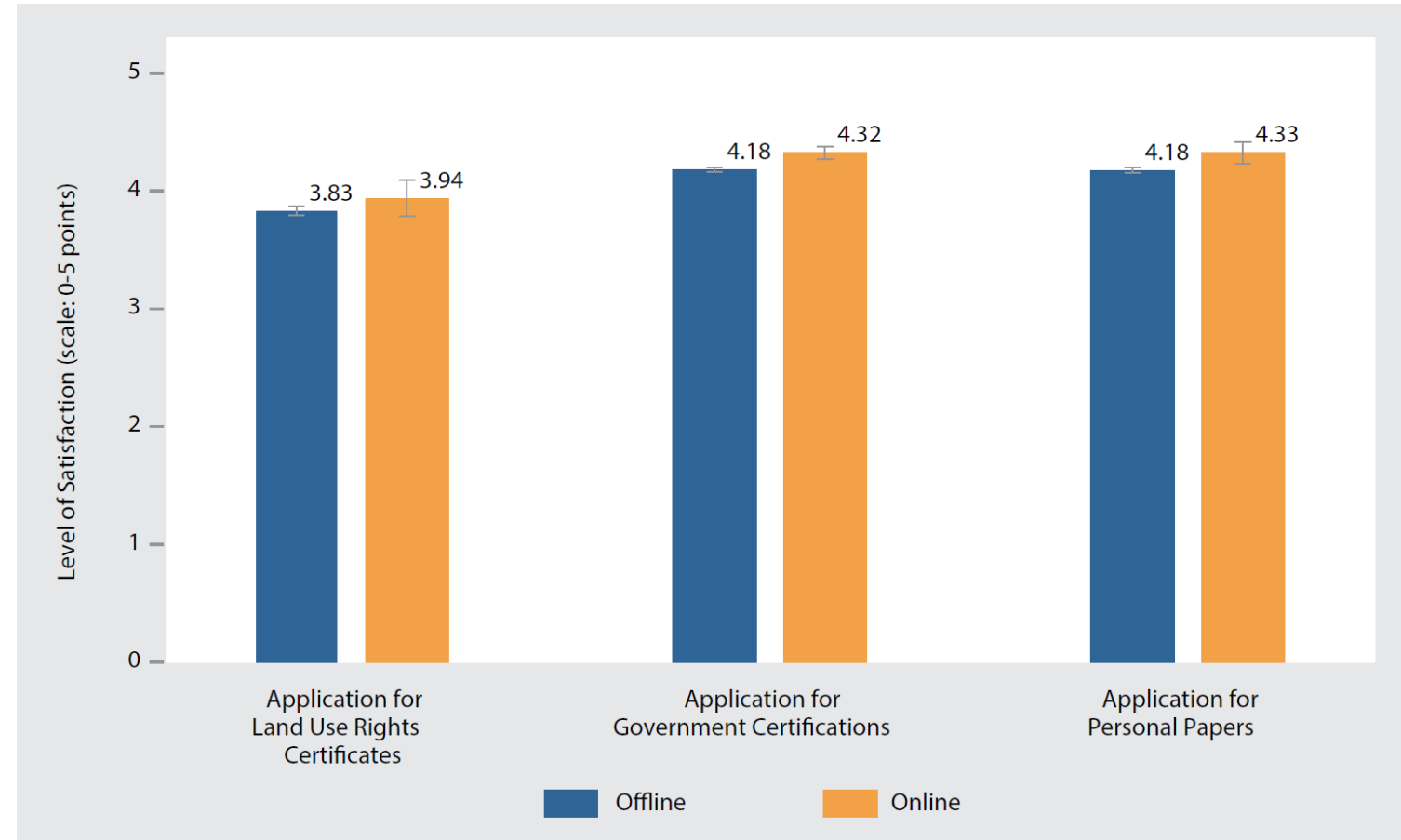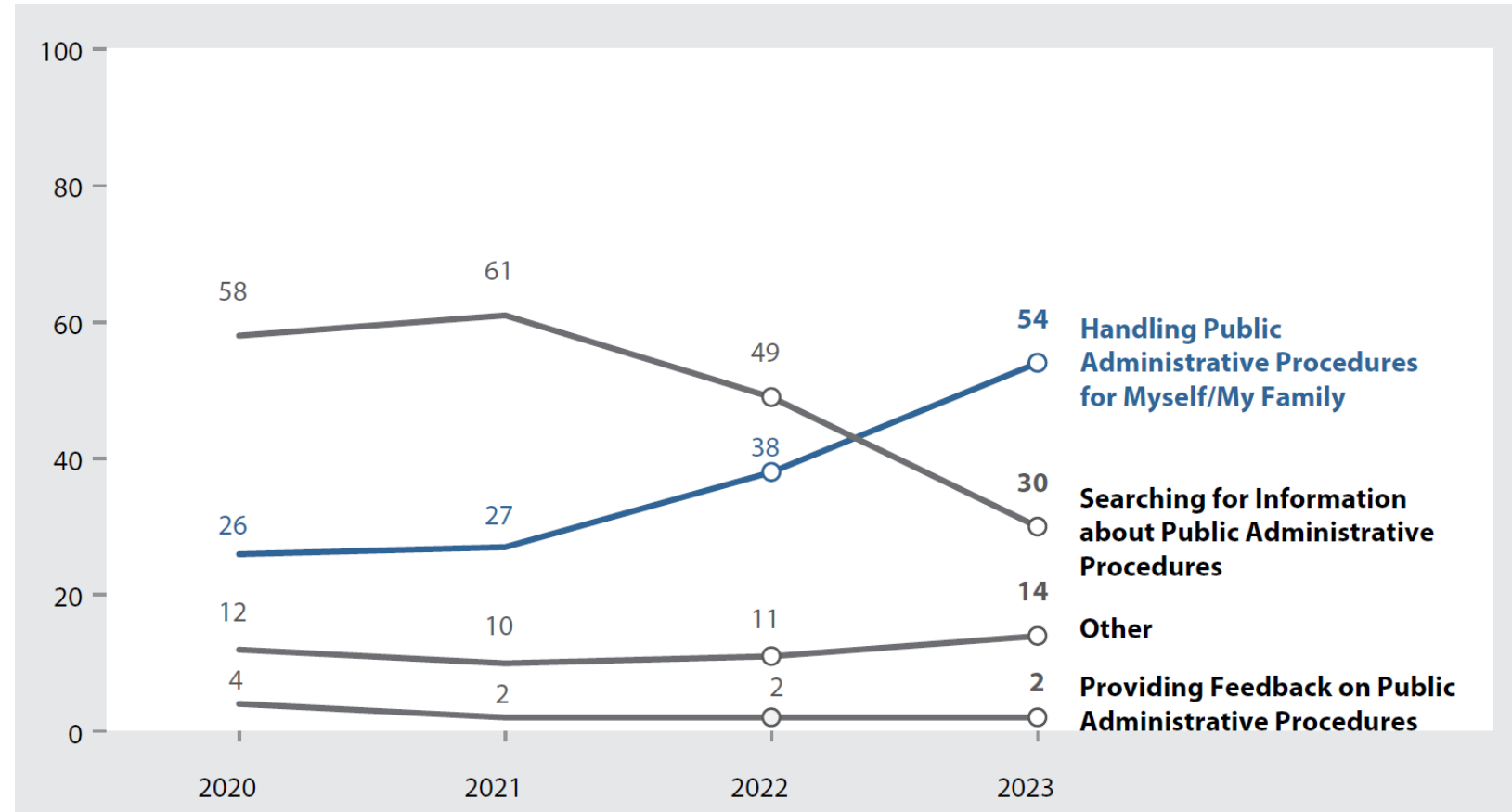
Citizen Experience with Processing Administrative Procedures on National E-Service Portal

- 2023 witnessed an increasing number of citizens accessing and setting up user profiles on the NESP, although still at a slow pace: about 8.3 percent of 2023 PAPI respondents accessed the NESP in 2023, almost doubling the percentage in 2022.

- Also, the percentage of those who set up accounts on the NESP doubled, from 3.05 percent in 2022 to 6.39 percent in 2023.
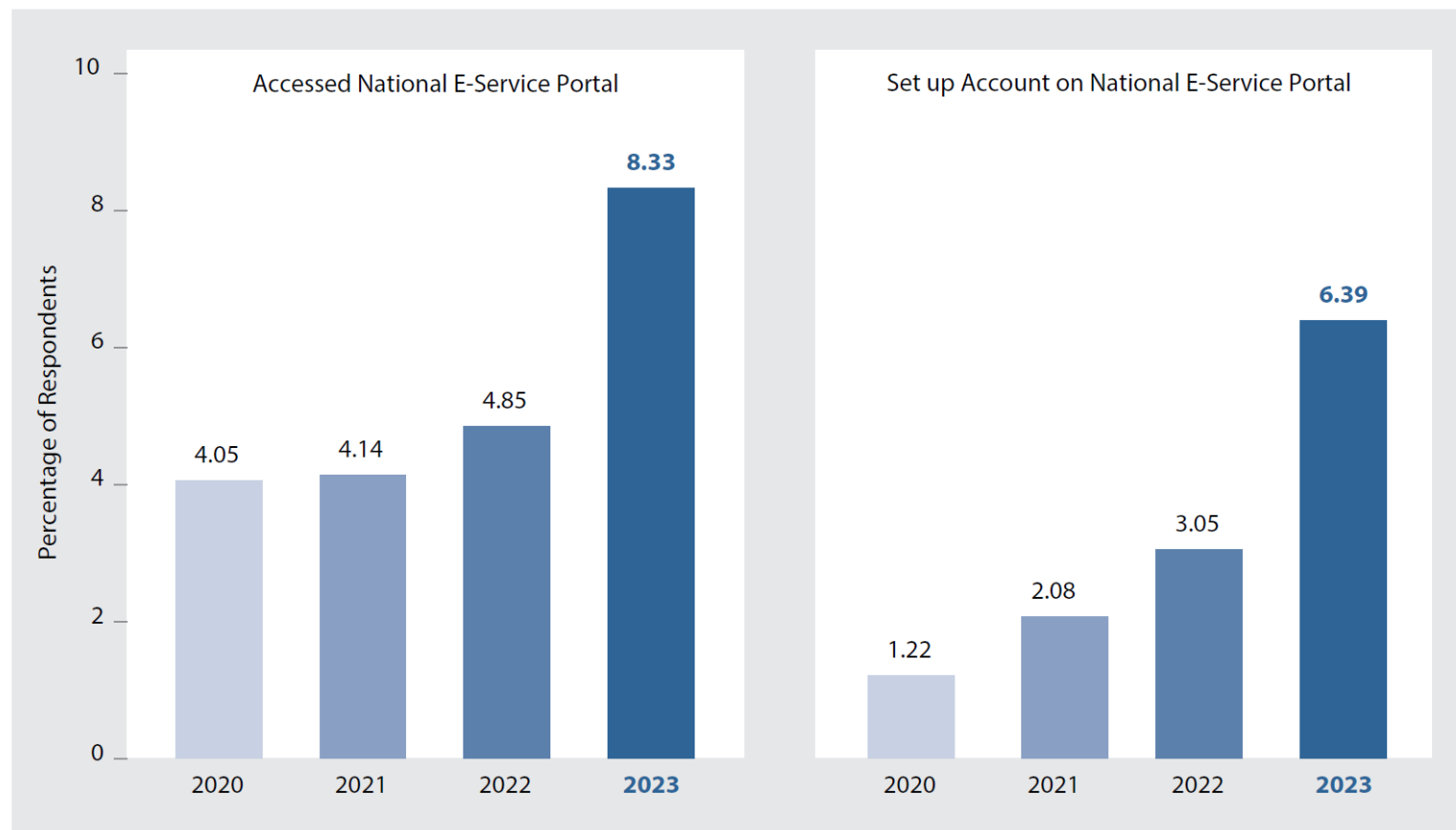
Dramatic Rise in the Number of Users of National E-Service Portal for Public Administrative Procedures

- Among 1,743 respondents who accessed the National E-service Portal in 2023, 54% used it for handling administrative procedures, a sharp increase from 38% in 2022

- Only 2% of users provided feedback over the past three years.

- Usage as a search engine for administrative procedures fell by half from 61% in 2021.

Chart showing trends from 2020 to 2023:

- **Handling Public Administrative Procedures for Myself/My Family** (blue): 2020: 26, 2021: 27, 2022: 38, 2023: 54
- **Searching for Information about Public Administrative Procedures**: 2020: 58, 2021: 61, 2022: 49, 2023: 30
- **Other**: 2020: 12, 2021: 10, 2022: 11, 2023: 14
- **Providing Feedback on Public Administrative Procedures**: 2020: 4, 2021: 2, 2022: 2, 2023: 2

Conclusions and Policy Implications

Progress

1. Somewhat optimistic view of e-governance progress based compared with previous years

2. Rising number of citizens have internet access and own smartphones

3. Significant increase in the number of national and provincial e-service portal users between 2022 and 2023

4. Applicants for public administrative services online reported slightly higher levels of satisfaction with the services

Concerns

1. Limited progress made in engagement of citizens in policy-making and responsiveness to feedback.

2. Half of online service users could not pay for the service via portals and paid in person at OSS.

3. Users' concerns about personal privacy are prevalent.

4. Digital divides in access to the internet, smartphones and especially personal computers between different population groups and geographic locations.

Policy Recommendations

➢ Public e-service providers should design and adopt a single-device approach to the online public service portals, so that users can access them from anywhere with their smartphones.

➢ Central and local governments need to work towards narrowing the gaps in access to e-government and e-services within gender, age, ethnicity, living area, and residential status.

➢ Traditional one-stop shops should receive further investment to provide offline and online services for those who do not have smartphones or access to electricity and internet yet.

Contents

- Composition of 2023 PAPI

- Overview of Provincial Performance in Four Key Dimensions

  o Transparency in Local Decision-making (Dimension 2)

  o Control of Corruption in the Public Sector (Dimension 4)

  o Public Service Delivery (Dimension 6)

  o E-Governance (Dimension 8)

- 2023 PAPI as an Aggregated Index

- Conclusions and Recommendations

Composition of 2023 PAPI

DIMENSIONS

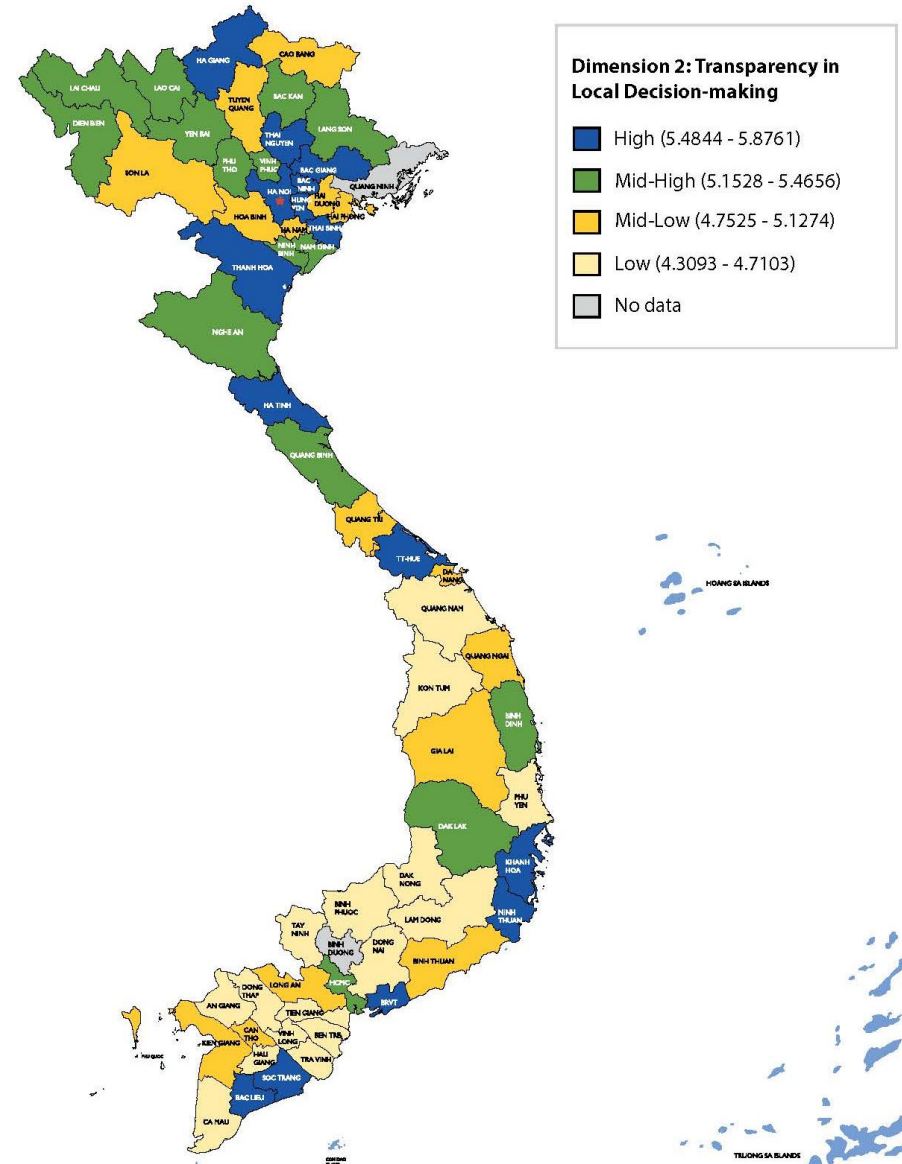|	
D1: Participation at Local Levels	19
D2: Transparency in Local Decision-making	21
D3: Vertical Accountability towards Citizens	13
D4: Control of Corruption in the Public Sector	16
D5: Public Administrative Procedures	13
D6: Public Service Delivery	21
D7: Environmental Governance	10
D8: E-Governance	9*
No. of Indicators	**122**
No. of Sub-dimensions	**28**
No. of Dimensions	**8**

* 2 new indicators on public e-services added in 2023

PAPI 2023

Transparency in Local Decision-making (Dimension 2)

- All provinces scored between 4.31 to 5.88 on the 1-10 point scale.

- Northern provinces tended to perform better than southern peers. Among 15 provinces in the High quartile:

  - 5 in the North Central and Central Coastal region,

  - 4 in the Red River Delta, and

  - 3 in Northern Mid-land and Mountainous Region.

- Among 16 provinces in the Low quartile:

  - 8 in the Mekong River Delta,

 - 3 in the Central Highlands and

  - 3 in the Southeastern region

Dimension 2: Transparency in Local Decision-making

- High (5.4844 - 5.8761)
- Mid-High (5.1528 - 5.4656)
- Mid-Low (4.7525 - 5.1274)
- Low (4.3093 - 4.7103)
- No data

PAPI 2023

Changes in Performance in Transparency in Local Decision-making in 2023 compared to 2021

- **12 provinces made improvements in 2023**
  - Largest increase: Soc Trang

- **23 provinces saw significant declines**
  - Largest decline: Tay Ninh

- **24 saw little change**
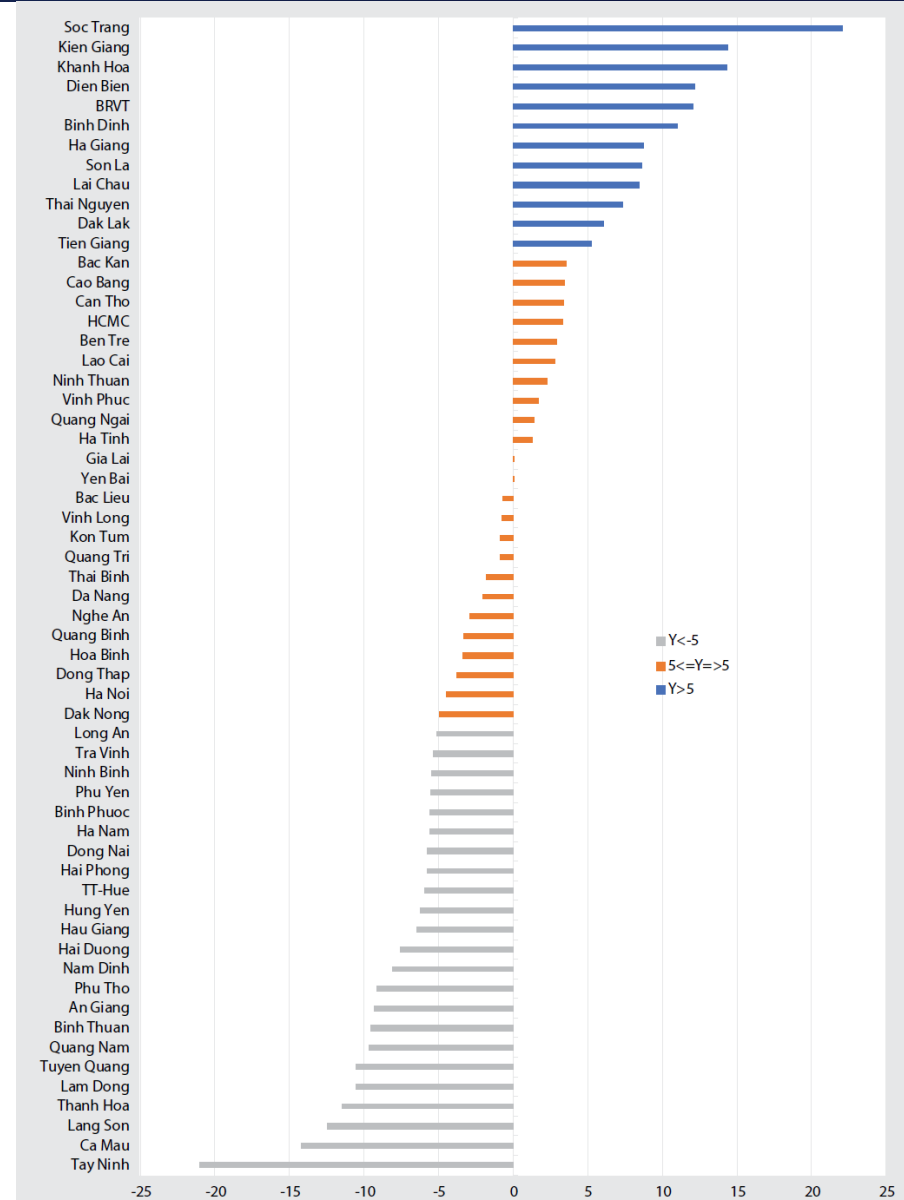
Citizens' access to information about local land plans in 2023 remained limited in all provinces

- Percentages of respondents having awareness of such information ranged from 6% to 31% in 61 provinces.
- Only 14 provinces exceeding 20%. Best performers are Ha Giang, Ba Ria-Vung Tau and Ninh Thuan.
- Some significant improvements compared to 2021 (by 5% or more) in 21 provinces


PAPI 2023
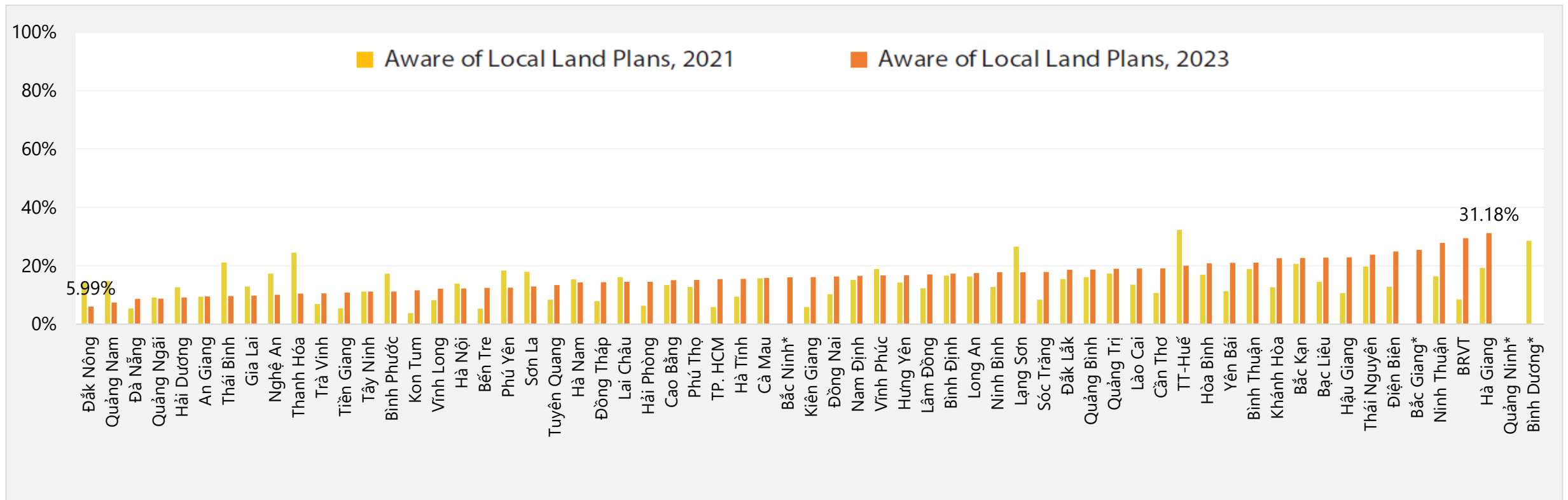
Local Governments Have not Done Well with Land Information Disclosure in 2023
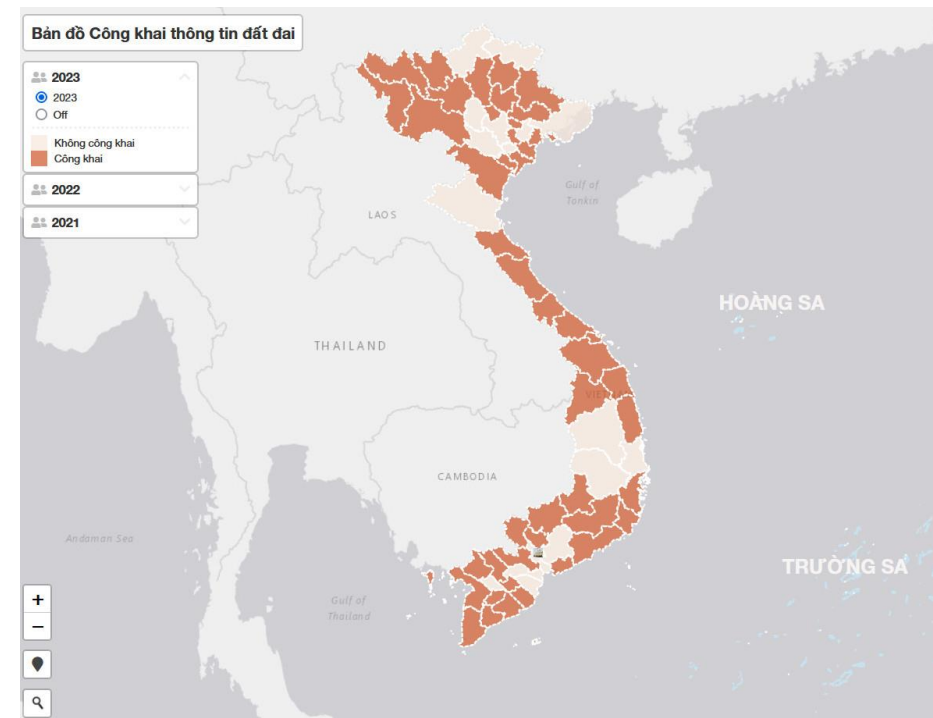
PAPI findings resonate with results from the review of local governments' disclosure of annual land use plans and land pricing frameworks by UNDP, CEPEW and RTA in 2022 and 2023

460 out of 705 districts disclosed annual land use plans on their district web portals in 2023, up from 389 districts in 2022
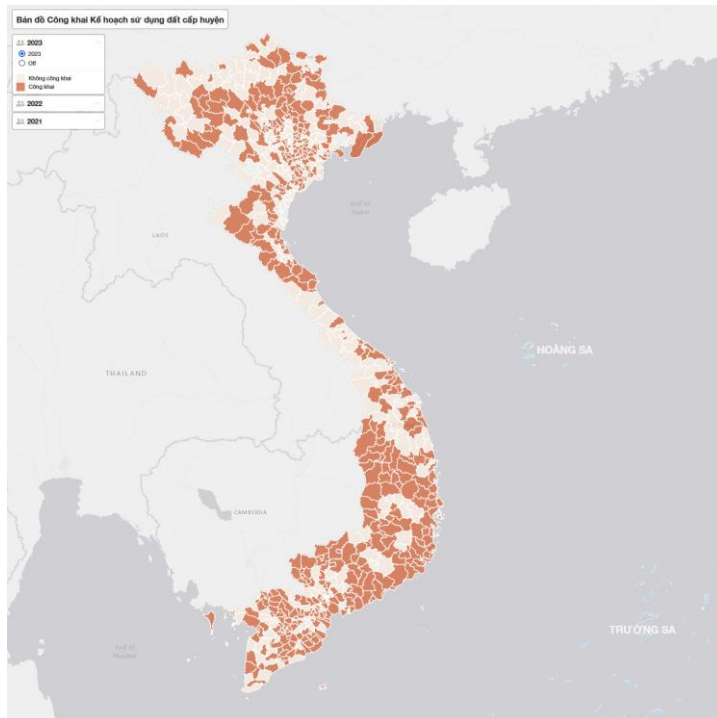

46 out of 63 provinces disclosed land pricing frameworks on their provincial web portals in 2023, up from 41 provinces in 2022

Available at https://congkhaithongtindatdai.info/

Control of Corruption in the Public Sector (Dimension 4)

- Provincial scores ranged from 5.86 to 8.15 on a 1-10 point scale.

- 2023 saw more provinces in the North Central and Central Coastal region (5 provinces) and the Northern Mid-land and Mountainous region (5 provinces) in the high performing group compared to 2022.

- 4 out of 5 in the Central Highlands (except for Dak Lak) in the low-performing group

Dimension 4: Control of Corruption in the Public Sector

- High (7.0570 - 8.1470)
- Mid-High (6.7614 - 7.0536)
- Mid-Low (6.5661 - 6.7600)
- Low (5.8563 - 6.5458)
- No data

Changes in Performance in Control of Corruption in the Public Sector in 2023 compared to 2021

- **12 provinces made significant improvements**

    o **Largest increases: Dien Bien and Soc Trang**

- **19 provinces saw significant declines**

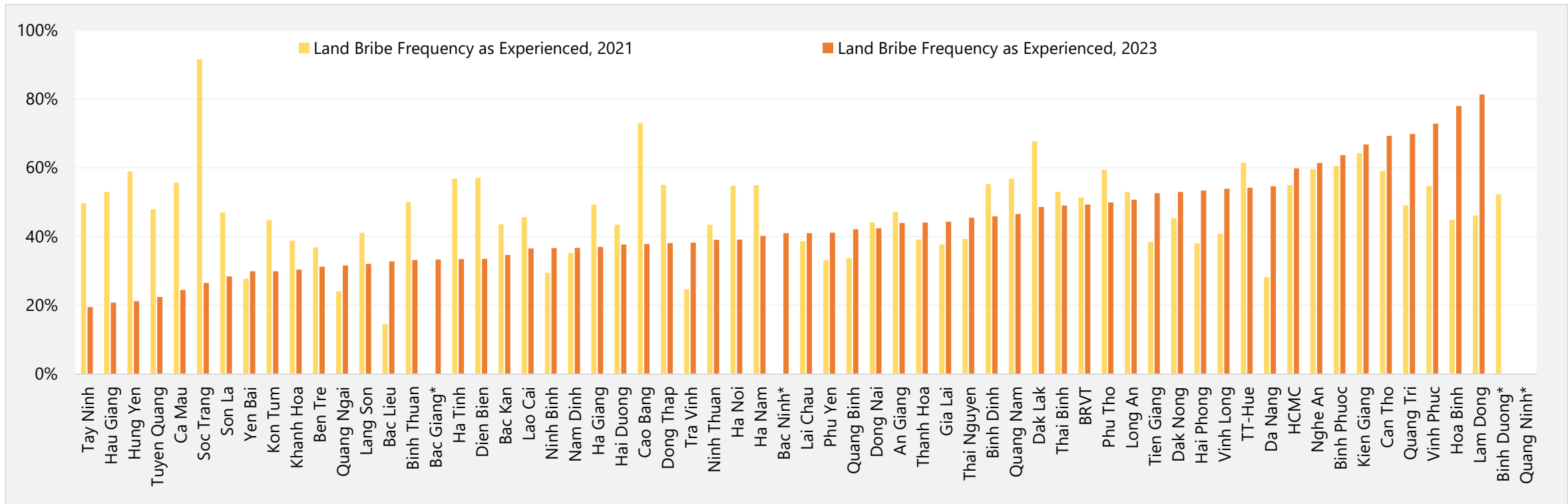   o **Largest decline: Hai Phong**

- **28 saw little change compared to 2021**
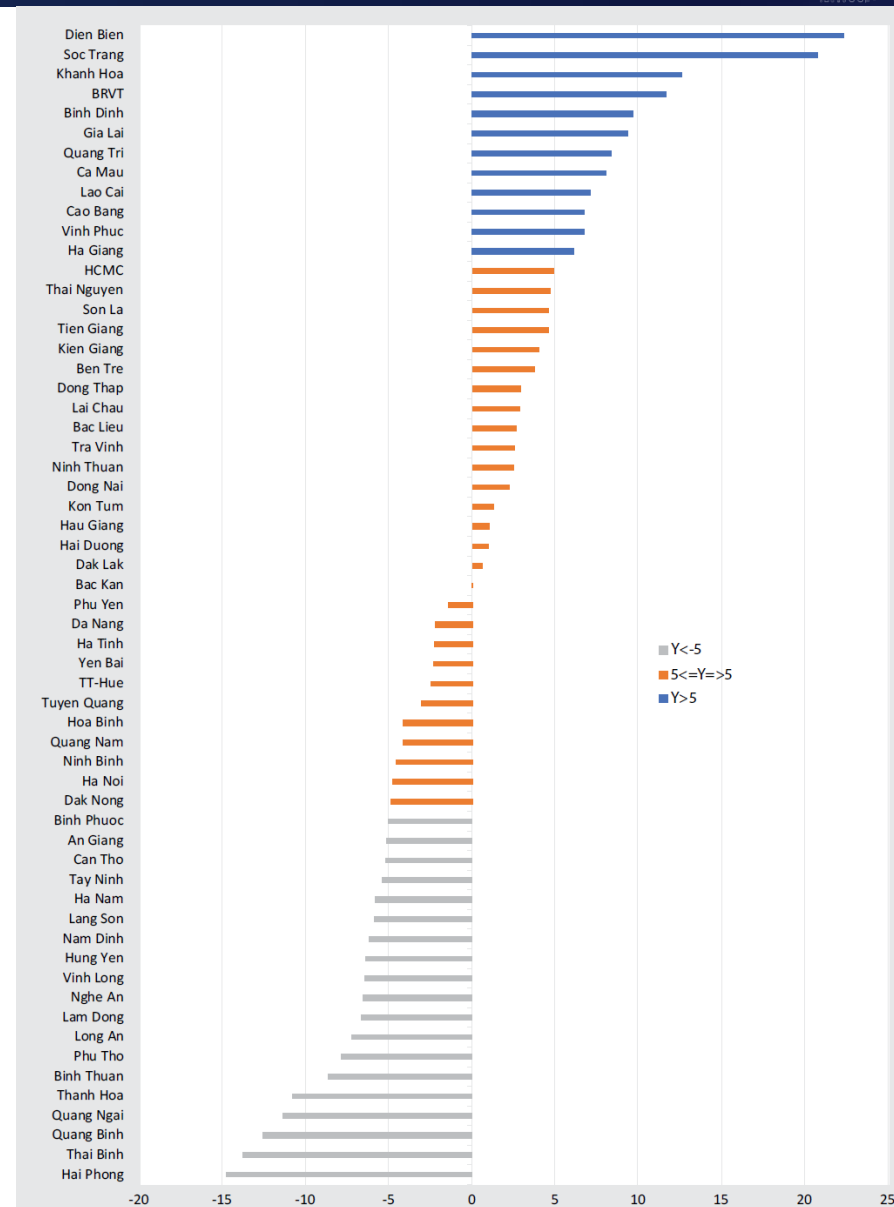
- Equity in State Employment remains the weakest sub-dimension of all.

- Attribution: Personal relationships remain important for five public offices at commune level (land registrars, judicial officers, police, public primary school teachers and Commune People's Committee staff) in every province.
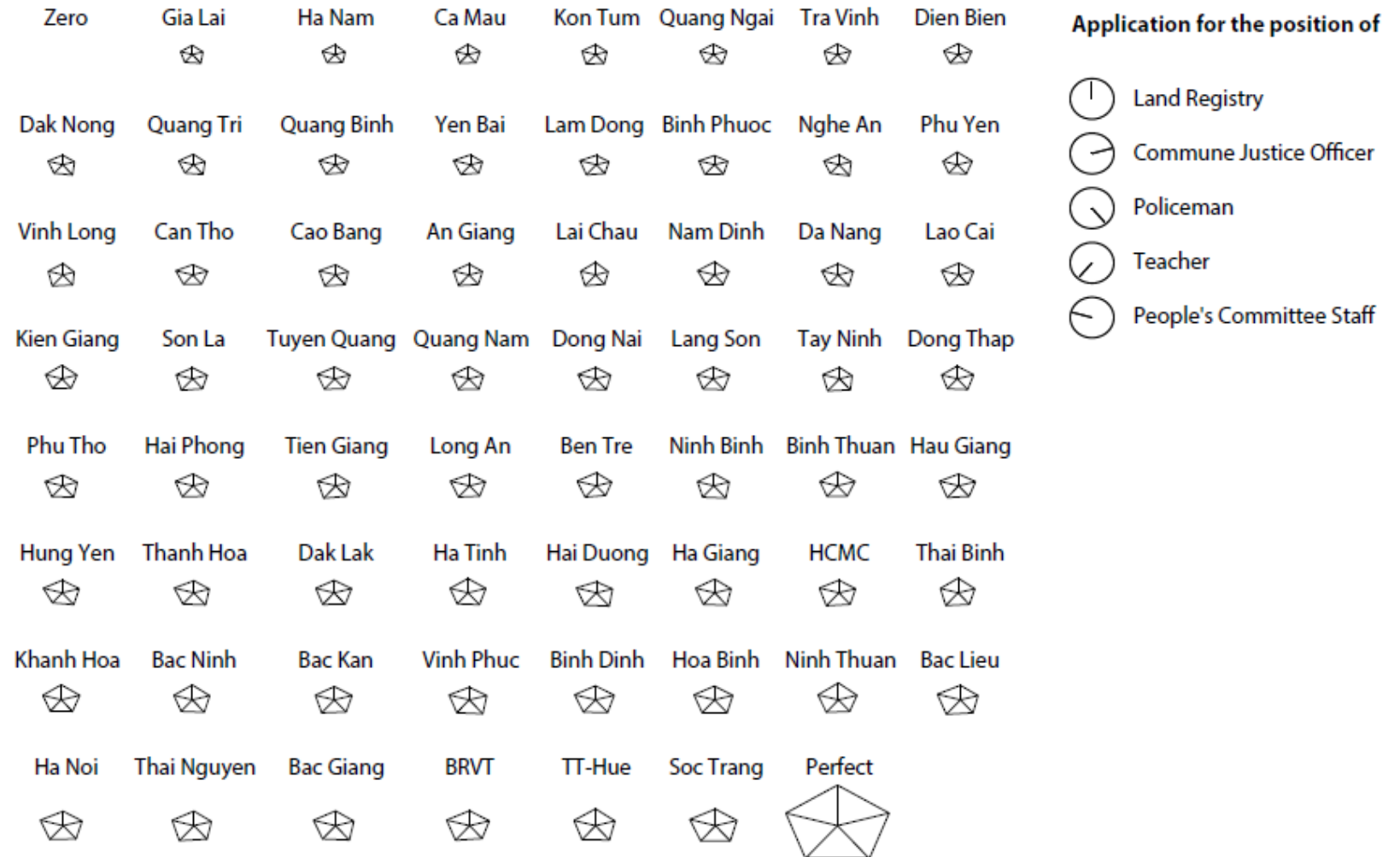
No Relationship Needed When Applying for State Employment Positions by Province, 2023
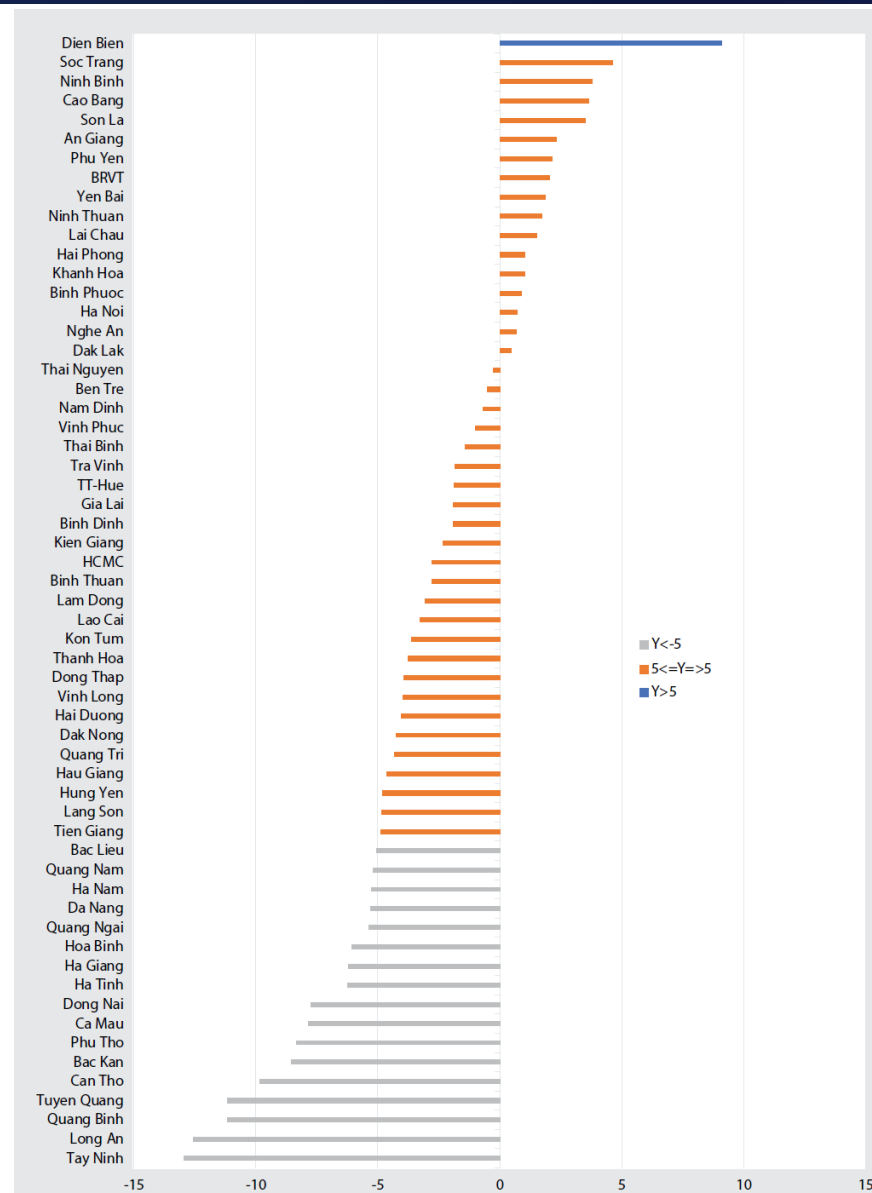(Branch size = percentage of respondents agreeing to provided positive statements; Perfect = 100% agreement)

Personal Experience with Paying Bribe for Land Use Rights Certificates (LURCs), 2023 compared with 2021

- Proportions of applicants for LURCs who paid a bribe ranged from 19 to 81 percent, with the lowest seen in Tay Ninh and the highest in Lam Dong in 2023.

- Positively, share of respondents who had to pay a bribe for LURC reduced in 34 provinces, with nine provinces (Ca Mau, Cao Bang, Dien Bien, Ha Tinh, Hau Giang, Hung Yen, Soc Trang, Tay Ninh and Tuyen Quang) seeing a decline by more than 20 percent.

- In contrast, the number increased by more than 20 percent in Da Nang, Hoa Binh, Lam Dong and Quang Tri.

Public Service Delivery (Dimension 6) in 2023

- Provincial scores ranged between 6.76 to 8.30 on the 1-10 point scale, lower than in 2021.

- Best performers mainly found in the Red River Delta (7 out of 11), while each of the two regions of the Northcentral and Central Coast as well as the Mekong River Delta contributes 3 provinces.

- In the Low performing group are 7 of Mekong River Delta (out of 13) and 4 in the Northern Mid-land and Mountainous region.

Dimension 6: Public Service Delivery

- ■ High (7.8486 - 8.3041)
- ■ Mid-High (7.5422 - 7.8132)
- ■ Mid-Low (7.1704 - 7.5338)
- □ Low (6.7585 - 7.1671)
- ■ No data

Changes in Performance in Public Service Delivery in 2023 compared to 2021

- Only Dien Bien posted significantly higher scores in 2023 than 2021

- 17 provinces saw significant declines
    - Largest declines: Tay Ninh and Long An

- 41 saw little change compared to 2021

- Public district hospitals in all provinces have much room for improvement across 10 criteria.

- 4 in 5 centrally-run municipalities among the poorest performers

- Users complaining about bed-sharing, unclean restrooms, waiting times, and healthcare workers' priming of private pharmacy outlets.
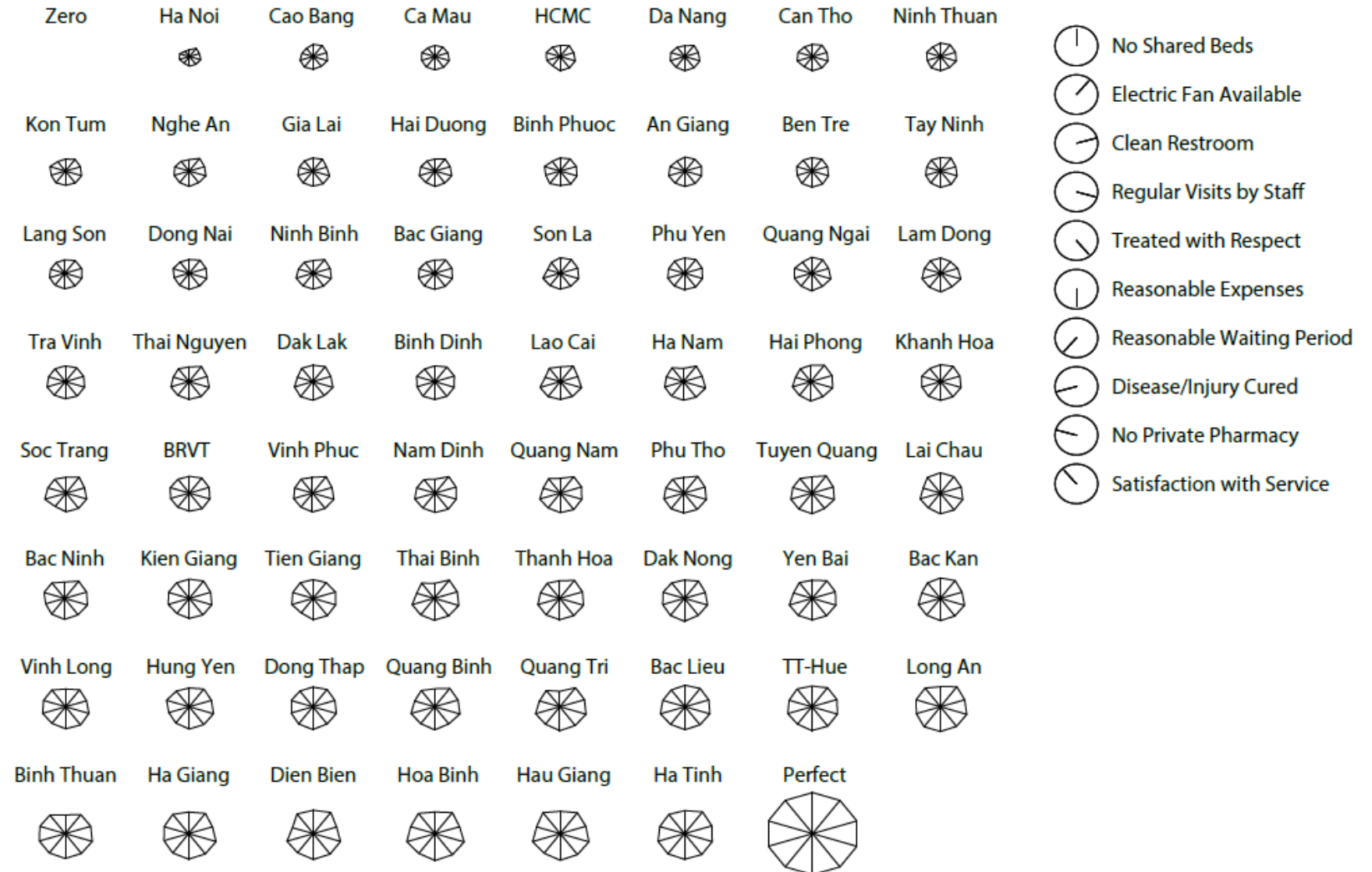
Assessment of Quality of Public District Hospitals by Province, 2023
(Branch size = percentage of respondents agreeing to provided positive statements; Perfect = 100% agreement)

PAPI 2023

E-Governance (Dimension 8) in 2023

- All provinces still scored below 4.0 on the 1-10 point scale, like previous 3 years.

- Among 15 provinces in Best performing group:

  - 5 in the Red River Delta

  - 3 in North Central and Central Coastal regions

  - Da Nang, Ha Noi and HCMC

- Among low performing provinces:

  - 7 in the Mekong River Delta

  - 3 in the Central Highlands

Dimension 8: E-Governance

- High (3.4033 - 3.9728)
- Mid-High (3.2055 - 3.3889)
- Mid-Low (2.9799 - 3.1723)
- Low (2.5580 - 2.9561)
- No data
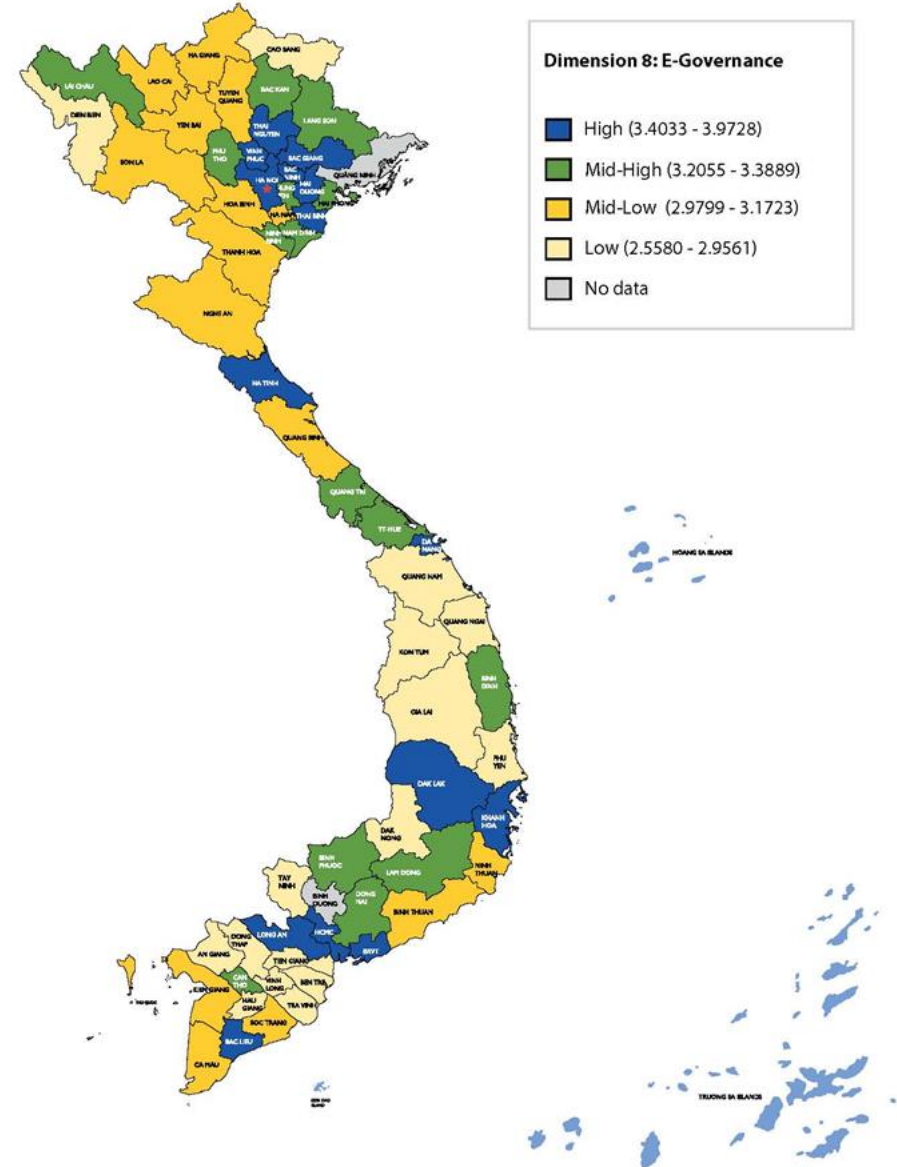
Changes in Performance in Public Service Delivery in 2023 compared to 2021

- **39 provinces posted significantly higher scores**

  - Largest increase: Dien Bien, Soc Trang, Son La and Cao Bang

- **3 provinces saw significant declines**

  - Lam Dong, Ha Nam and Nghe An

- **17 saw little change compared to 2021**
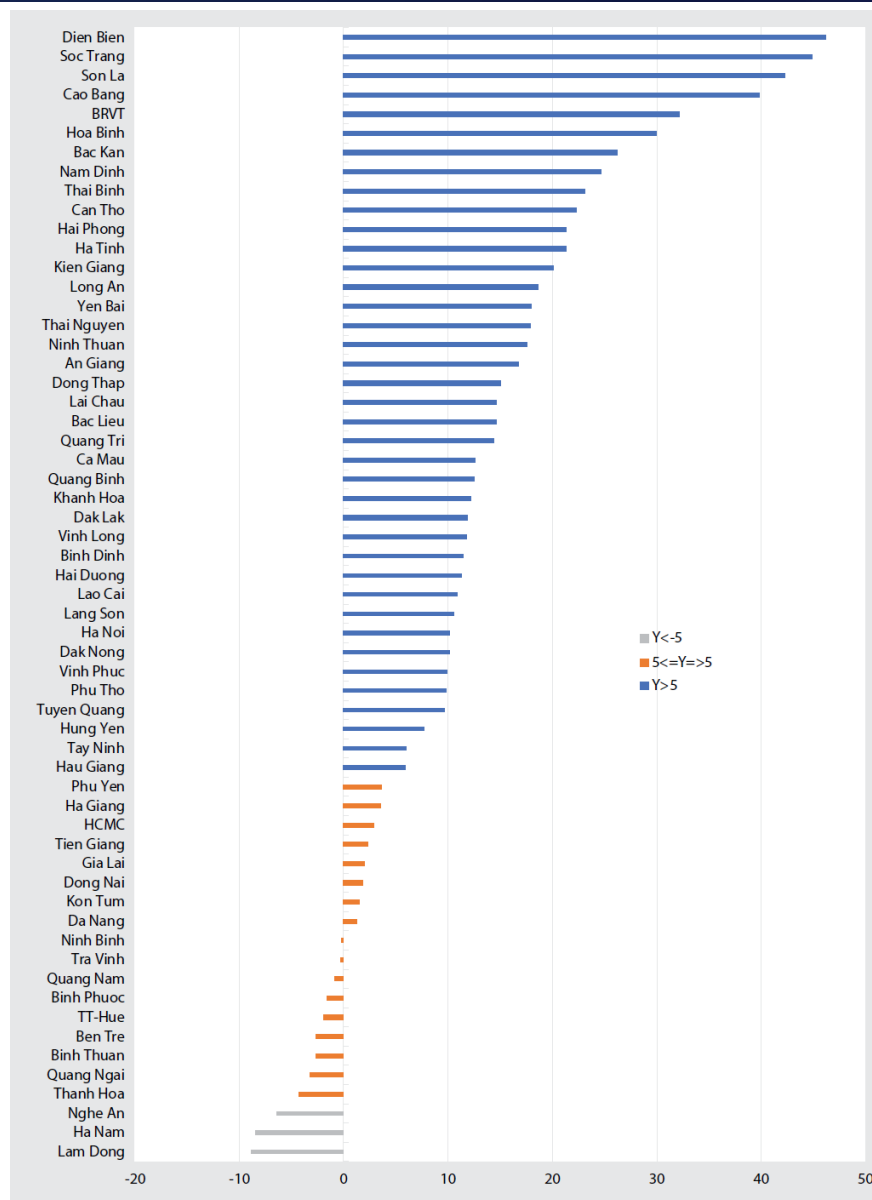
Access to Internet and E-Government Portals Improved in 2023

- Large difference between Access to the internet and Access to e-government portals for e-services: Differences larger than 2 points in 11 provinces, with Da Nang, Ha Noi, Hai Duong and HCMC seeing the widest gaps (2.22 to 2.37 points)

- Compared to 2021, access to the internet in 38 provinces increased in 2023, inching up 0.15 to 0.92 points, indicating a great potential for access to e-services.
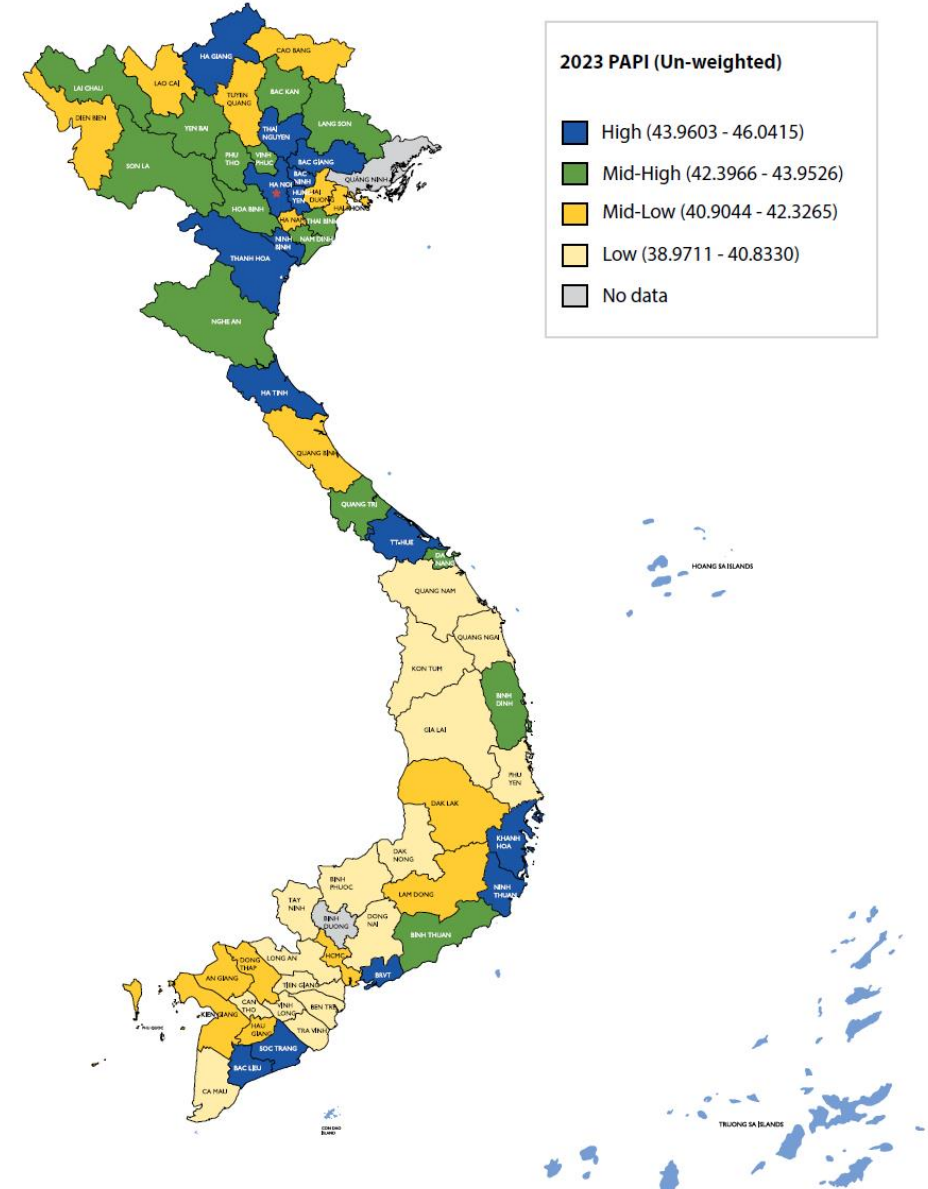

Legend:
- 8.1: Access to E-Government Portals (2023)
- 8.1: Access to E-Government Portals (2021)
- 8.2: Access to the Internet (2023)
- 8.2: Access to the Internet (2021)

PAPI 2023
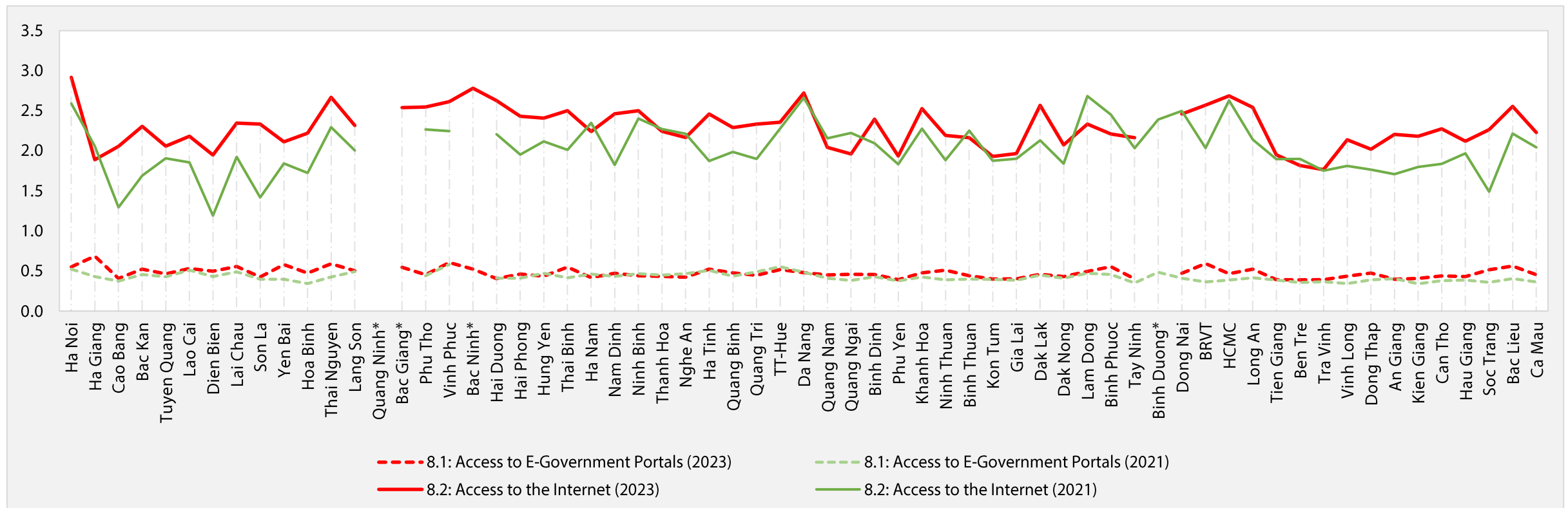
Proportion of Respondents that Know Provincial Website and Find It User-Friendly, 2021-2023

- Less than 40 percent of respondents familiar with their provincial websites said the portals were user-friendly.

- Compared to 2021, improvement in 14 provinces, with the largest increases in Lai Chau and Soc Trang.

- Users in 42 provinces rated their provincial government portals poorer than 2021.


Legend:
- Proportion of Respondents that Knows Provincial Website and Thinks It is User-Friendly, 2021
- Proportion of Respondents that Knows Provincial Website and Thinks It is User-Friendly, 2023

PAPI 2023
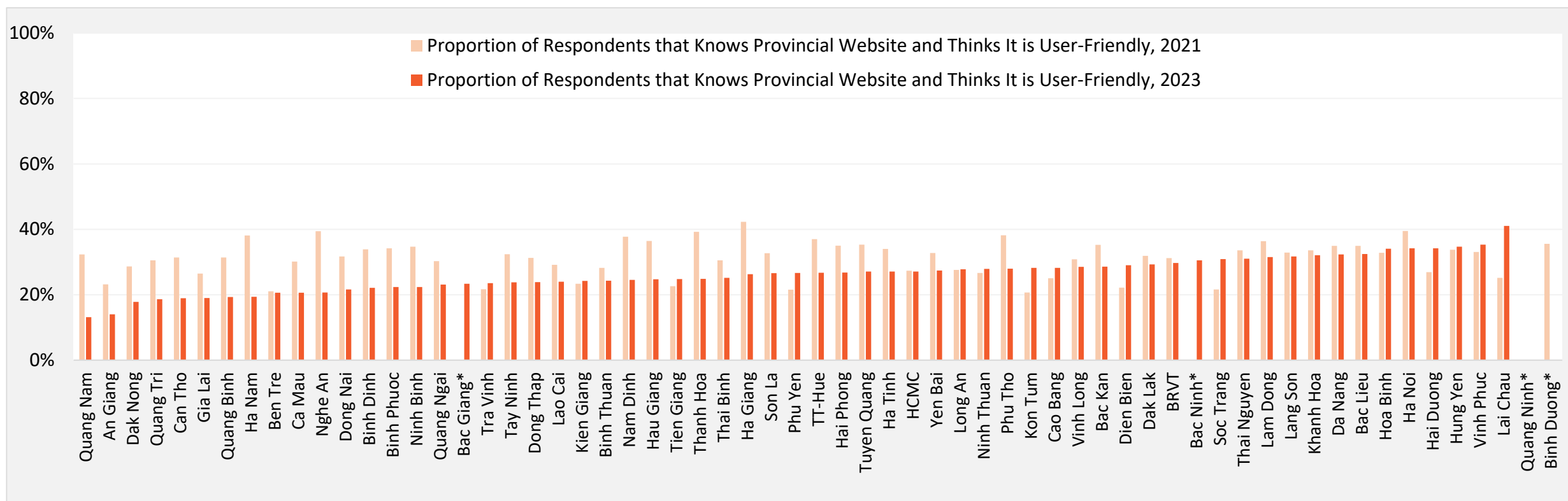
Aggregated 2023 PAPI: Gaps to be Closed

- Provincial 2023 PAPI scores range between 38.97 to 46.04 points on the 10-80 point scale, indicating large gaps to be closed.

- Among 15 provinces in the high-performing group:

  - 5 in Northcentral and Central Coastal regions

  - 4 in the Red River Delta

- Among 16 low-performing provinces:

  - 7 in the Mekong River Delta
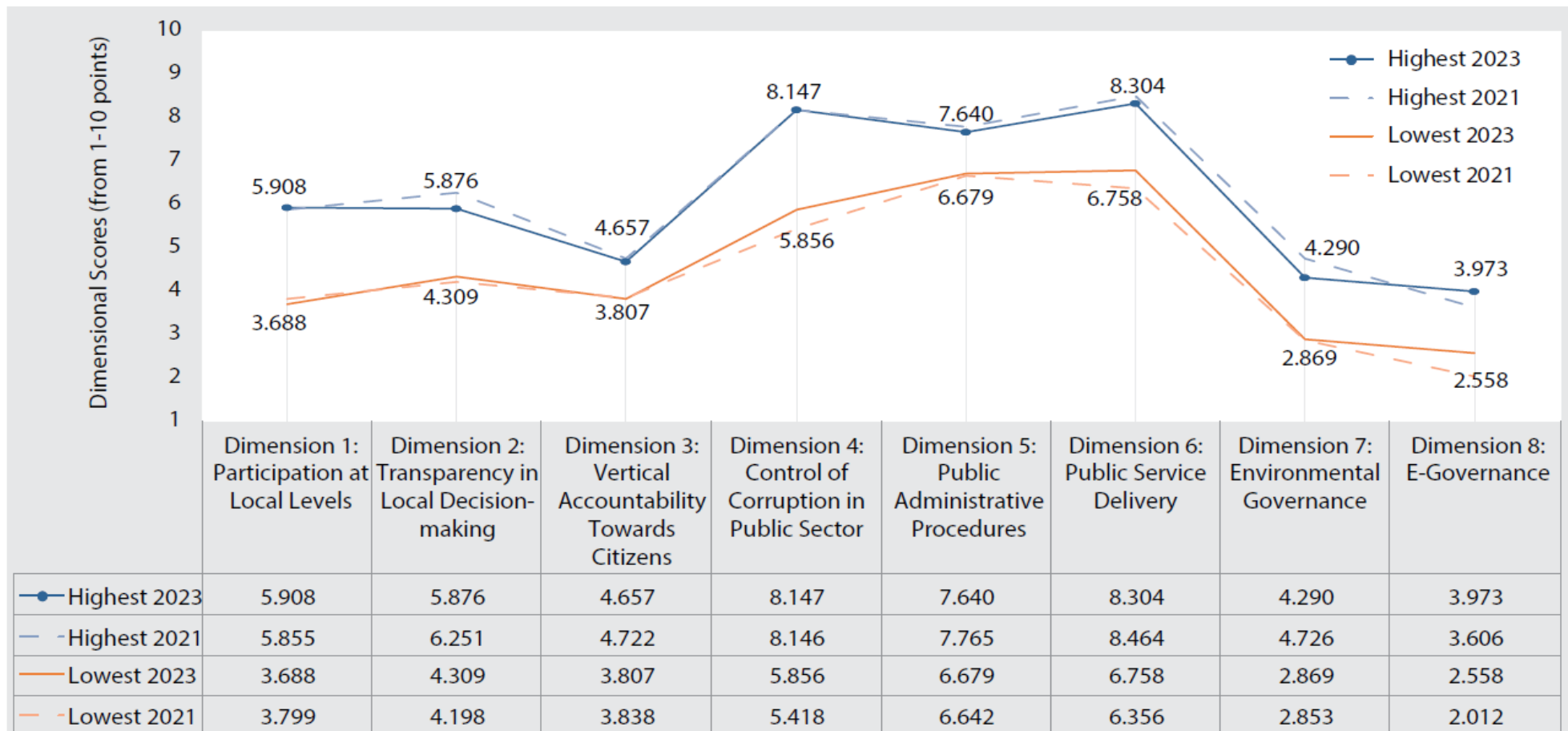
  - 3 in the Central Highlands

2023 PAPI (Un-weighted)

- High (43.9603 - 46.0415)
- Mid-High (42.3966 - 43.9526)
- Mid-Low (40.9044 - 42.3265)
- Low (38.9711 - 40.8330)
- No data

Median Values of Provincial Dimensional Scores, 2023 against 2021

- Significant improvement in E-Governance, followed by Participation dimension.

- Stagnation or slight decrease in other dimensions.
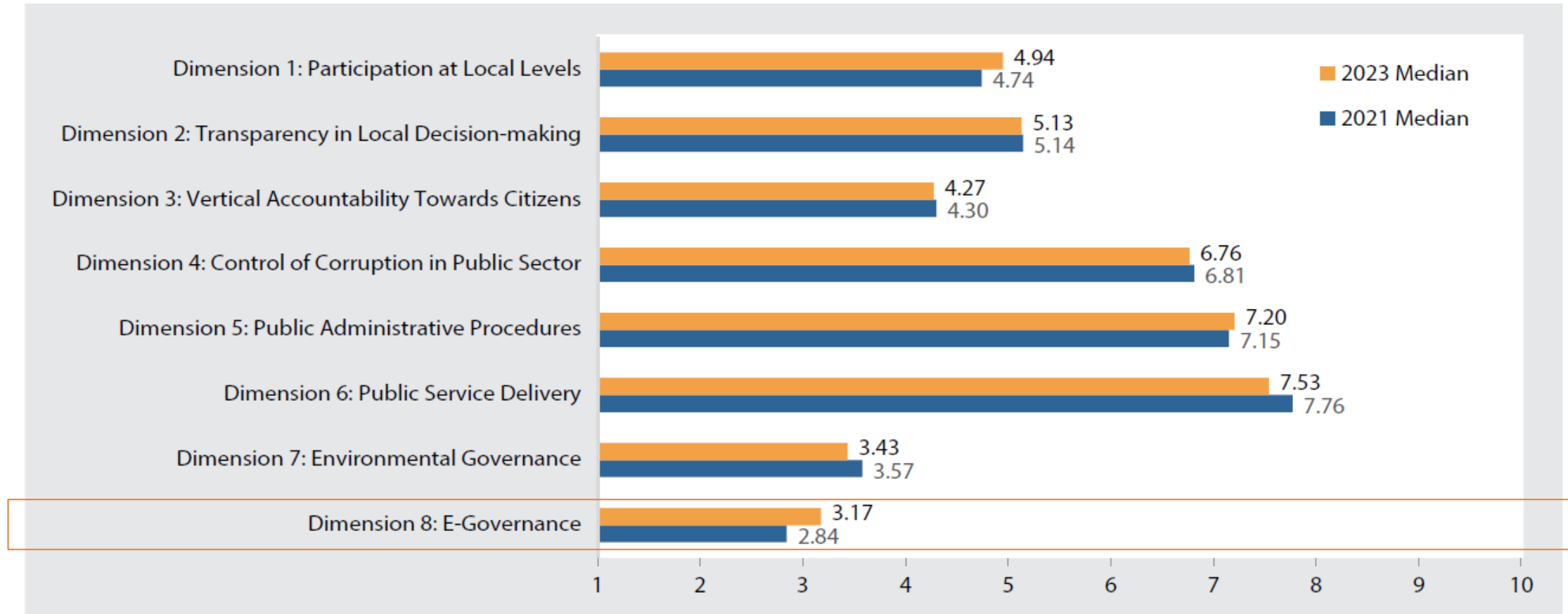
Comparing Highest and Lowest Provincial Dimensional Scores, 2023 against 2021

- Highest and lowest provincial scores in E-Governance increased significantly.
- Wider provincial differences in Participation and Control of Corruption.
- Declines of top scores in Transparency, Public Administrative Procedures and Environmental Governance.

	Dimension 1: Participation at Local Levels	Dimension 2: Transparency in Local Decision-making	Dimension 3: Vertical Accountability Towards Citizens	Dimension 4: Control of Corruption in Public Sector	Dimension 5: Public Administrative Procedures	Dimension 6: Public Service Delivery	Dimension 7: Environmental Governance	Dimension 8: E-Governance
Highest 2023	5.908	5.876	4.657	8.147	7.640	8.304	4.290	3.973
Highest 2021	5.855	6.251	4.722	8.146	7.765	8.464	4.726	3.606
Lowest 2023	3.688	4.309	3.807	5.856	6.679	6.758	2.869	2.558
Lowest 2021	3.799	4.198	3.838	5.418	6.642	6.356	2.853	2.012

PAPI 2023

Conclusions and Policy Implication

- PAPI data serve as dashboard that shows a province's performance in a holistic manner and highlights gaps from the expected maximum scores.

- Significant rooms for improvements in all dimensions, even in E-Governance that saw remarkable improvements, because a large gap remains.

- The rich information in 122 PAPI indicators allow provinces to prioritize areas of focus and assign responsibilities to relevant local government agencies to increase citizen satisfaction.

➢ Information about land use plans and land pricing frames to be disseminated online and offline.

➢ Bribe-taking for handling land use rights certificates must be reduced/eliminated.

➢ Nepotism for state employment to be better controlled to improve the quality of service.

➢ Public investment in public hospitals at the district level a must to increase access to basic but quality public healthcare services.

➢ Local government portals and provincial e-service portals to be more accessible and user-friendly for increased use and for return of public investment.

Session 3:   Q&A and Closing

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PAPI 2023

Appendix

- **Overview of Accessibility of 63 Provincial E-Service Portals from Users' Experience in 2024: The Need for Inclusion of Users from the Design Stage**

Users' Assessment of Accessibility
of
63 Provincial E-Service Portals
from Users' Experience
in 2024

Ms. Võ Cẩm Giang

Disability Inclusion Consultant

Institute for Policy Studies
and Media Development (IPS)

PAPI 2023

Introduction to the 2024 Assessment

Context
- A bundle of related policies
- Limitations in implementation
- 1st assessment results in 2023

Objective
- Contribute to improving e-government services from user perspective

Approach
- User-centric
- User-first
- User experience

Method
- Assessment of 63 provincial e-service portals (PESPs) according to defined criteria
- **User experience:** non-disabled and **visually impaired people** (i.e., application for criminal records)
- Summary of 200 reflections and recommendations on the National E-Service Portal (NESP)
- Fieldwork (to be implemented)

PAPI 2023

Assessment of Accessibility for Visually Impaired Persons based on Five Evaluation Criteria in 2024

- User-first approach - User experience basics

Interface

Rights

User

Instructions

Support
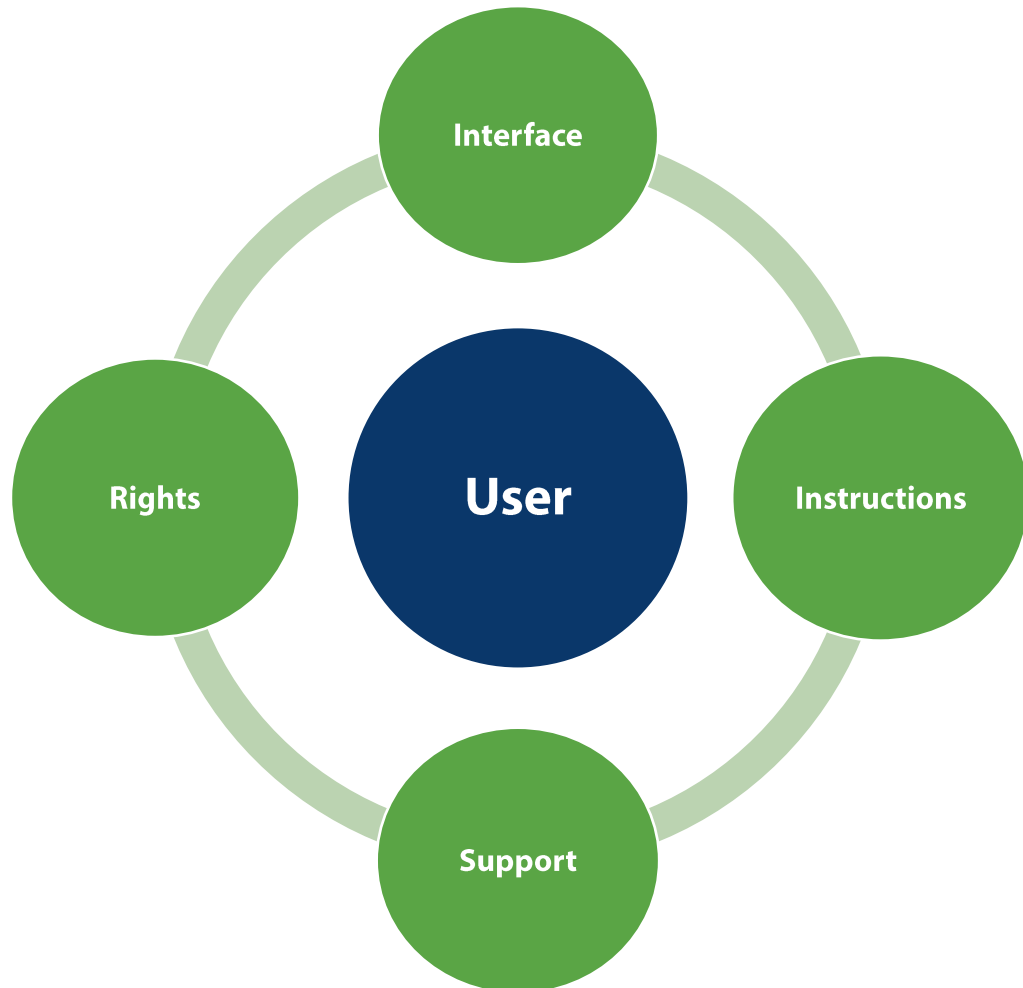
1. Is image authentication required?

2. Are there labels for links and buttons?

3. Are there headings?

4. Is it accessible and actionable for ComboBoxes and EditBoxes?

5. Are there web status messages?

PAPI 2023

All 63 Provincial E-service Portals contain accessibility errors

1.2 million visually impaired persons in Viet Nam have not been able to access to online public e-services

Accessibility for people with disabilities (assessed by 6 WCAG 2.0 criteria)
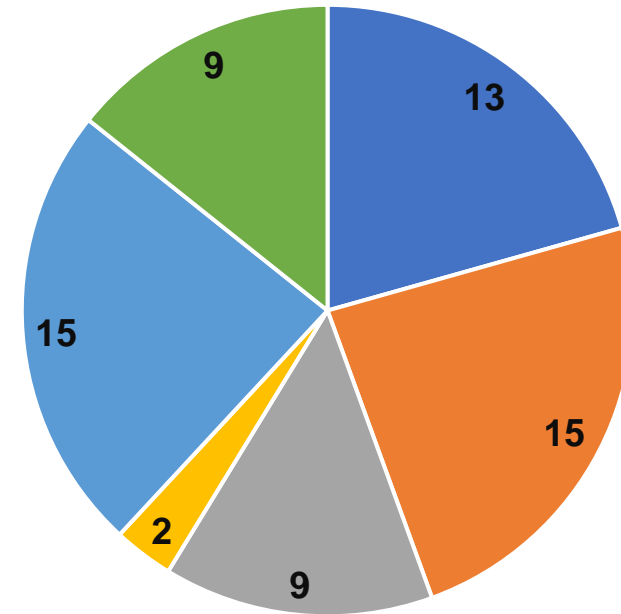
- ■ Doesn't meet any criteria
- ■ Meets 1 criterion
- ■ Meets 2 criteria
- ■ Meets 3 criteria
- ■ Meets 4 criteria
- ■ Meets 5 criteria

Pie chart values: 13, 15, 9, 2, 15, 9

PAPI 2023

Assessment of Accessibility for Visually Impaired Persons based on Five Evaluation Criteria: Results in 2024

Improvements compared to 2023 results

- **Decrease** in the number of errors found from Provincial E-service Portals

- **Fewer errors** with **ComboBox** and **EditBox** access

- **Image authentication (capcha)** not required on PESPs when logging in with an **e-identification (VNeID) account**

Limitations/Constraints

- The **number of errors** that provincial e-service portals **still high**

- **Image authentication (capcha) still required** on PESPs when logging in with a National E-service Portal account
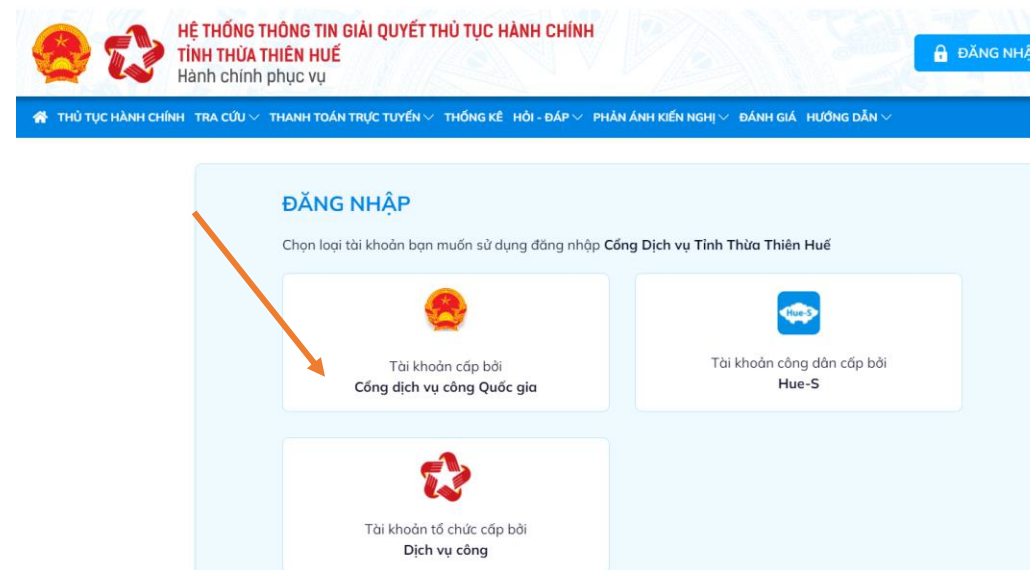
Limitations in Accessibility for Visually Impaired Persons: Examples

- "Login" buttons on Ha Noi's and Ninh Thuan's Provincial E-service Portals not yet assigned with a link or a button for users to click.

Ha Noi's PESP: Users must click on 'Login' button to display options for citizens or officials
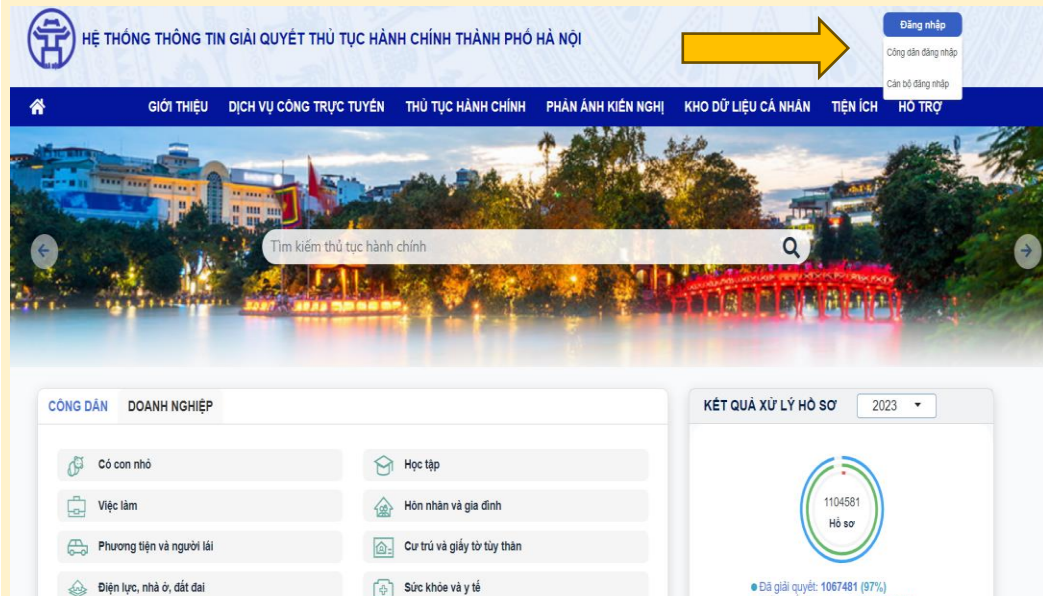
Ninh Thuan's PESP: Inaccessible with its Login options

Limitations in Accessibility for Visually Impaired Persons: Examples with Application for Criminal Records and Use of ComboBox

Thai Nguyen's PESP:
- Expand/Collapse button of the profile information fill form not yet labeled
- Headings missing on the home page
- No web status notifications

- ComboBox on provincial e-service portals of provinces such as Kon Tum and HCMC make visually impaired users' screen-reader cursors suspended

Application for Criminal Record on Thai Nguyen's PESP

ComboBox of HCMC's E-service Portal make the screen-reader cursor suspended

PAPI 2023

- Input information to understand the current performance of Provincial E-Service Portals and why most citizens have not used them.

- Towards a common goal: Improving user-centric Provincial E-service Portals

➢ **The need for inclusion of users from the design stage**

"As long as provincial web and e-service portals meet technical standards on accessibility, they will be of great help."

Mr. Truong Tuan Tu, a visually impaired person

THANK YOU!