

## The Viet Nam Provincial Governance and Public Administration Performance Index

### Dimension 5: Public Administrative Procedures

This dimension looks at the quality of public administrative services in areas important to citizens. This includes public certification services as well as application procedures for construction permits, land use rights certificates and personal documents. In particular, the dimension looks at how professional and responsive the administrative services provided are.

**Overall Provincial Performance.** This dimension has displayed little improvement over the years in overall levels of citizen satisfaction. Among the four sub-dimensions, certification services were rated poorer in 2015 compared to previous years, services for land titles improved a little, while the other two sub-dimensions remained unchanged.

There is no regional pattern in this dimension. Da Nang, Quang Binh, Ha Tinh and Nam Dinh have all been in the best performing group since 2011, while only Soc Trang has been in the poorest performing group for five consecutive years. There is also little change in provincial performance in delivering public administrative services during the period from 2011-2015, and more than two thirds of provinces have hardly seen any change over the last five years.

**Public Certification Services.** This sub-dimension measures provincial performance in providing certification services to citizens at district and commune levels. In 2015, there was a decline in the score of this sub-dimension at the national aggregate level. At the provincial level, Binh Phuoc emerged as the top performer with a score of 1.88, while Tra Vinh came last with a score of 1.14 on a scale from 0.25-2.5 points. About 33% of respondents across the country said they used the certification services at their commune People's Committee, district justice office or other public office. While there has been a slight fall in the level of citizen satisfaction with this service, it still has the highest satisfaction levels of the four administrative services measured.

**Application Procedures for Construction Permits.** The overall score for this sub-dimension has been relatively stable over the past five years. However, the one-stop shops in provincial departments and district divisions of construction do not seem to function well, since the rate of applicants who did not have to go to several public offices to get their paperwork done fell to 69% in 2015 from the 87% reported in the previous four years. The score on the quality of the services also declined in 2015, falling from around 6.6-6.8 in the previous four years to 6.2. The key reason for this was limited transparency of the fees

charged. On a more encouraging note, in 2015 most of the respondents who applied for construction permits were successful, and in Soc Trang for example almost everyone got the construction permits they applied for.

**Application Procedures for Land Use Rights Certificates.** PAPI also measures provincial performance in the provision of land use rights certificates (LURCs) for citizens and the quality of LURC-related administrative services. Findings from the 2015 survey show that although citizen access to the one-stop shop service for land titles has remained constant, the quality of the service has been the poorest of the four services measured since 2011, and has even declined significantly compared with previous years. Key reasons for the decline in 2015 were failures in delivering results within the promised deadlines, too much paperwork required and a lack of transparency in fees and charges. On the deadline for results, nearly 57% of applicants received their land titles after 30 days, as required by law. However, as many as 22% had to wait 100 days or more for the final results.

**Application Procedures for Personal Documents.** This sub-dimension measures the performance of commune-level People's Committees in addressing applications for different types of personal documents, such as birth certificates, marriage certificates and death notifications. This is the most stable sub-dimension and there has been almost no change in the national average score over time. In 2015, about 34% of respondents had their personal documents processed at the commune level. Of these, nearly 96% had a good experience with the service. In terms of one-stop shops at the commune level, these saw a slightly lower level of user satisfaction in 2015 compared to previous years. Limited transparency in the fees and charges for the service and limited competence of the civil servants operating the service annoyed applicants across the country.

**Recommendations.** It is clear from the findings that transparency in application fees and meeting deadlines are key attributes of higher user satisfaction with the four administrative services. Ways to increase citizen satisfaction could therefore include relevant local government agencies displaying fees and charges at the one-stop shops and notifying applicants of any changes in deadlines. For land title related services, it is also important to provide clear information about the required procedures, simplify the paperwork requirements, provide a clear deadline of when the final documents will be returned and perform the service within the promised deadline.

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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.

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 2015 PAPI Report, 13,955 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) and the United Nations Development Programme (UNDP). The full 2015 PAPI Report and more in-depth analysis can be found at: [www.papi.vn](http://www.papi.vn).