

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

### Dimension 6: Public Service Delivery

The 'Public Service Delivery' dimension looks at four public services, including health care, primary education, basic infrastructure and residential law and order. Similar to previous PAPI surveys, citizens were asked about their direct experience with the accessibility, quality and availability of these services in 2015.

**Overall Provincial Performance.** Findings from the survey show a stable trend in provincial performance in public service delivery over the past five years. The gap between the best performing province and the poorest performing one is the narrowest among the six dimensions. This means a strong convergence of provinces at the same level. Among the four sub-dimensions, public health care was rated poorer in 2015 compared to previous years, basic infrastructure improved slightly, while public primary education and law and order stayed consistent.

Better performers tend to be concentrated more in the south than in other regions of the country. This is the same pattern seen over the past five years. Five provinces (Vinh Long, Da Nang, Ho Chi Minh City, Kien Giang and Ba Ria-Vung Tau) have been in the best performing group since 2011. Meanwhile, Binh Phuoc and Dak Nong have been in the poorest performing group for five consecutive years.

**Public Health Care.** This sub-dimension measures the performance of public district hospitals and the quality of public health insurance. The survey shows that user satisfaction with the quality of district hospitals has fallen to the lowest level in five years. Feedback from citizens shows that these hospitals continue to face problems with patients sharing beds, waiting time between entering hospital and getting treatment, dirty treatment rooms, ineffective treatment resulting in diseases or injuries not being cured and doctors advising the purchase of medicine at private pharmacies. About 61% of respondents nationwide said they had health insurance cards, with those holding the cards relatively positive about the quality of health insurance they received.

**Public Primary Education.** The key indicators used to construct this sub-dimension are the distance in kilometres from home to school, the length of time required for children to go to school and the quality of primary schools. Findings from the 2015 survey show that the quality of public primary education is an area of citizen concern. This is revealed in the dimensional score of 1.68, significantly lower than the highest possible score of 2.5. Almost every province has since 2011 been struggling to meet minimum government quality criteria. These criteria

include that teachers should not give preferential treatment to students taking their own extracurricular classes, the number of students in each class should be 36 or less, there should be access to drinking water and clean toilets at schools and school administrators should inform parents about the school's revenue and budget expenditure. Dak Nong was rated the poorest performer in terms of the quality of primary schools, with only 2 points on a scale of 0-9. Meanwhile, Dong Thap got the highest score of almost 6.9 points.

**Basic Infrastructure.** Citizen satisfaction with basic infrastructure provided by local governments (access to electricity, quality of roads nearest houses, frequency of garbage collection in residential areas and quality of drinking water) is captured in this dimension. Mountainous provinces in particular face challenges in this area. About 97% of households across the country had access to electricity in 2015. However, access to national gridlines in Lai Chau was reported by only 58% of respondents. On quality of roads, Tuyen Quang moved up to the best performer position as respondents there said that most of the local roads were asphalt roads, while Ha Giang was at the bottom of the list. In Da Nang, almost every household had access to clean water at home, while in Gia Lai this was only the case for 2% of households.

**Law and Order.** The levels of safety experienced by citizens in everyday life is reflected by a trio of indicators, namely safety levels in areas where citizens live, changes in safety levels and crime rates. There has been little improvement in law and order at the provincial level since 2011. In 2015, nearly 16% of respondents nationwide reported they were victims of crime, 2% more than in 2014. Almost half (49%) of respondents in Quang Binh said they were a victim of a crime, as opposed to just 1% in Tra Vinh.

**Recommendations.** Although citizens assess that provincial performance in public service delivery and basic infrastructure is relatively stable, it is important for provinces to continue improving these services. Better public services, in particular health and education, will bring about better human resources that can foster innovation and creativity. Better infrastructure and law and order will help boost productivity and efficiency. Poorer provinces in particular, such as those in the northwest and Central Highlands regions, need to invest more in basic public services and infrastructure so that more equitable opportunities are created and their citizens are able to catch up with citizens in other provinces.

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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).