



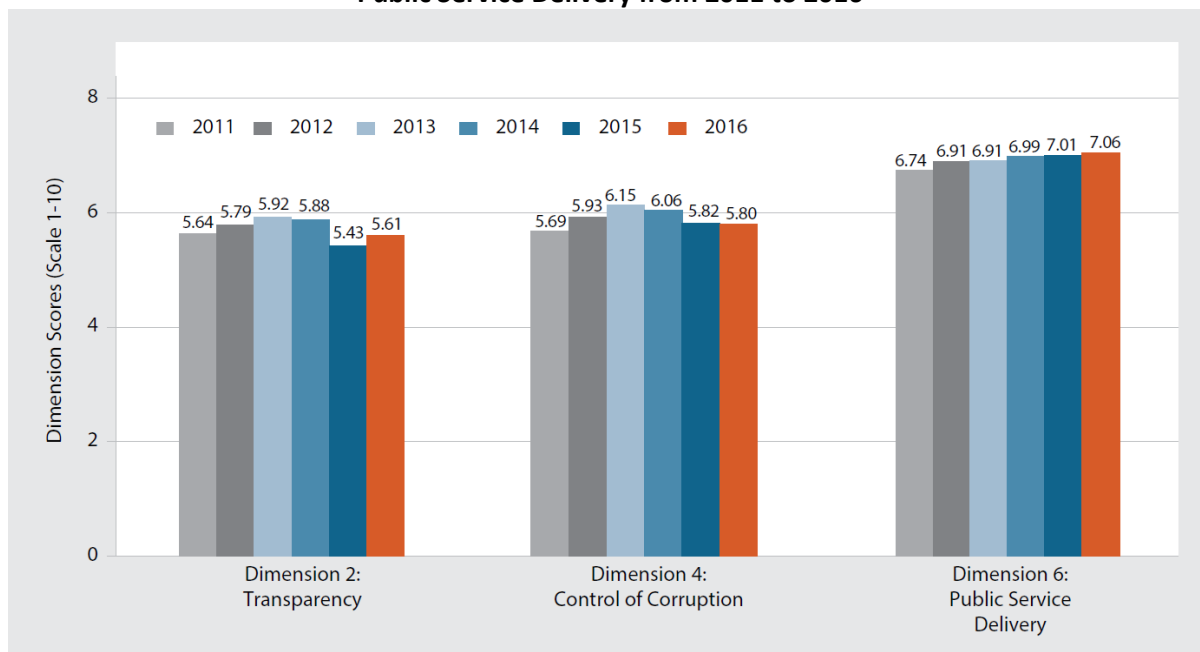
# The Viet Nam Provincial Governance and Public Administration Performance Index (PAPI) 2016

## National Trends from 2011-2016

PAPI 2016 data reveals three main positive national trends. First, public service delivery continued to improve in 2016, reflecting an increase seen each year since the first PAPI survey in 2011. The survey results show a dramatic increase in the proportion of citizens receiving public health insurance, rising from 62% in 2015 to 73% in 2016. Another improvement was in public political participation, with voter turnout in the 2016 National Assembly elections increasing by 2% compared to the 2011 election. Finally, for the third successive year since the revised 2013 Land Law was passed, respondents reported substantially fewer land seizures.

Despite these pockets of improvement, the aggregate scores for key indicators in 2016 show little change since 2011, as illustrated in the figure below. In 2016, there was some improvement in transparency over 2015, and a stable trend in control of corruption, but these two dimensions still lagged behind the 2013 levels. Citizen participation in local political life and decision-making remained the weakest governance aspect compared to the other five dimensions in 2016, similar to previous years' findings.

**National Trends in Transparency, Control of Corruption in the Public Sector, and Public Service Delivery from 2011 to 2016**



*Note: Dimension 1 'Citizen Participation at Local Levels', Dimension 3 'Vertical Accountability', and Dimension 5 'Public Administrative Procedures' are not included because these indexes were reorganized in 2016.*

### Access to Public Health Insurance

Citizen perceptions of public health quality surged in 2016, primarily due to the increase in the number of citizens with health insurance: the rate increased from 62% in 2015 to 73% in 2016. This surge reflects the effect of the revised 2015 Law on Health Insurance, which commits the government to providing universal health insurance, as well as the new initiative begun by the Ministry of Health in January 2016 to facilitate the use of total health insurance in primary health care, including for check-ups and treatments, across the whole system of hospitals (whether they are public or private). Similar improvements were found in the quality of free health care services for children under 6 years of age, with 32% of citizens surveyed saying that child health care service was “excellent” in 2016 compared to 23% in 2015.

### Political Participation

The National Assembly and People’s Council elections election in 2016 were the first since 2011, and voter turnout for 2016 was similar to five years ago: 69% of respondents said they voted in the 2016 National Assembly election, up from nearly 67% in 2011. On the other hand, nearly 69% of respondents reported voting in the People’s Council elections in 2016, down from 71% in 2016.

The PAPI 2016 survey asked additional questions related to other forms of political participation, including whether or not citizens were invited to meetings with candidates and whether or not they participated in these meetings. About 42% of voters said they were asked to participate in such meetings in 2016 and 30% attended. In particular, members of political, social, professional, and mass organisations (PSPMOs), party members, and men are most likely to be invited and to attend. While voting appears relatively broad-based, more specific forms of political participation are heavily utilized by party members, PSPMO members, and males. Women not in the party or in a mass organization are much less likely to attend pre-election meetings with candidates.

### Land Seizures and Compensation

Reflecting the importance of land issues in Viet Nam and the passage of the revised Land Law in 2013, since 2014 the PAPI survey has included a number of specific questions related to land seizures. About 6.8% of respondents reported having land taken in 2016, indicating that land seizures remained at a similar level to 2015 (7.4%) and 2014 (5.7%). However, these rates are significantly less than the average of 9% reported in each year prior to passage of the 2013 revised Land Law. This suggests that the revised Land Law has had an effect in reducing the number of land seizures by local governments.

Other critical concerns related to land seizures were compensation levels and fairness, and the 2016 PAPI data reveal citizen dissatisfaction on these issues. There was a slight increase in the number of respondents receiving no compensation for land seized, with the rate rising from 27% in 2015 to 32% in 2016. And there was also a decline in the number of citizens who thought their compensation levels were fair, falling from 29% in 2015 to 27% in 2016.

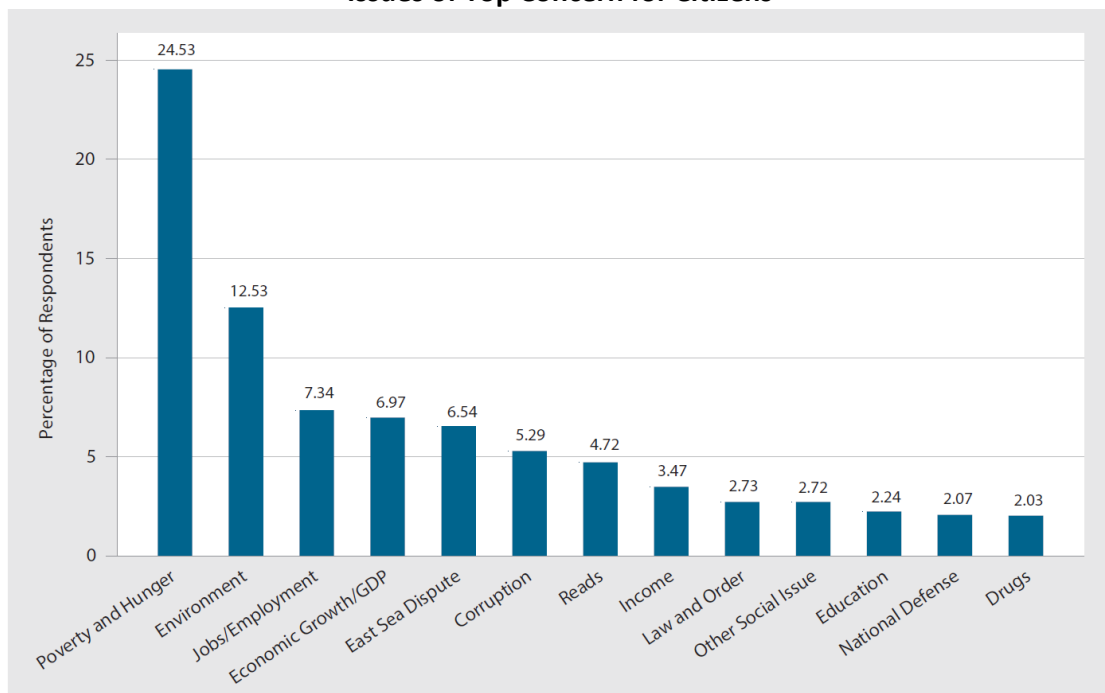
### Household Economic Conditions

Remarkably, given the fluctuations in the world and domestic economy, the number of citizens reporting that their economic condition has improved actually increased from 60% in 2015 to 64% in 2016. The number of citizens saying that their current household economic status was “neither good nor bad” remained the dominant response at about 72%, though respondents with higher income levels were more likely to express satisfaction with their current household economic condition and had more optimism for the future.

### Issues of Citizens' Greatest Concern in 2016

The 2016 survey was the second year that the survey asked a new question on what citizens believe are the three most important issues facing the country. The responses show a significant change from 2015: while poverty remained the most important issue, 2016 witnessed a 10% increase compared to 2015 in the number of respondents saying environmental problems represented the issue of greatest concern. The most obvious explanation for this was the widespread reporting of the fish kill in the Central Coast in April 2016. Still, concerns about the environment were not localized to the Central Coast, but have spread further. For example, the survey also reveals concerns about increasing air and water pollution in many parts of the country. More than 67% of surveyed citizens reported that water quality has deteriorated in the past three years, and 36% reported a decline in air quality.

Issues of Top Concern for Citizens



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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 88,962 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 2016 PAPI Report, 14,063 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 Swiss Agency for Cooperation and Development (SDC) has generously funded PAPI since 2011, together with funds from UNDP.

The full 2016 PAPI Report and more in-depth analysis can be found at: [www.papi.org.vn](http://www.papi.org.vn).