

## PAPI 2019 ADVISORY BOARD MEETING

### Minutes

#### I. GENERAL INFORMATION

- Time: from 1.30 pm to 4.50 pm on December 18<sup>th</sup>, 2019
- Venue: Conference Room 1, 6th floor, National Assembly Guest House, 27A Tran Hung Dao Street, Ha Noi
- Languages: Vietnamese and English (simultaneous translation)

#### PARTICIPANTS

##### A. Members of the Advisory Board

1. Mr. **Thang Văn Phúc**, (Advisory Board lead), Former Vice Minister of Home Affairs, President of the Viet Nam Institute of Development Studies
2. Mr. **Nguyễn Hữu Dũng**, Standing Vice President, Viet Nam Fatherland Front Central Committee
3. Mdm. **Trần Thị Quốc Khánh**, Standing Member of National Assembly's Committee on Science, Technology and Environment
4. Mdm. **Nguyễn Thuý Anh**, Former Division Head of Communist Party Magazine, Central Party Committee of Vietnam's Communist Party
5. Mr. **Lê Văn Lân**, Former Vice Commissioner of Central Commission of Internal Affairs
6. Mr. **Nguyễn Sỹ Dũng**, Vice President of Vietnam-Japan Friendship Association, Director of the Centre for Commercial Dispute Resolution in Viet Nam.
7. Mr. **Đỗ Duy Thường**, Vice Chairman of Advisory Board on Democracy and Law, Viet Nam Fatherland Front Central Committee
8. Mr. **Phạm Văn Tân**, Vice President and General Secretary of Vietnam Union of Science and Technology Associations
9. Mdm. **Cao Thị Hồng Vân**, Vice President and General Secretary of Viet Nam Association for Women Entrepreneurs.
10. Mr. **Nguyễn Đình Cung**, Former President of the Central Commission for Economic Management
11. Mr. **Đinh Xuân Thảo**, Former President of the Institute of Legislative, National Assembly Steering Committee.

##### B. Representative of Australian Embassy

1. Dr. **Cain Roberts Kellie Rabb**- Second Secretary for Economic Cooperation and Development
2. Mr. **Nguyễn Quang Anh**- Senior Manager on Trade and Development

3. Ms. **Mia Urbano**, Senior Advisor on Gender Equality and Social Development

4. Ms. **Thân Thị Thiên Hương**, Gender Advisor

C. Representative of Irish Embassy

Mr. **Tô Ngọc Anh** – Senior Advisor Governance

D. Representative of UNDP Viet Nam

1. Mdm. **Caitlin Wiesen**, Resident Representative of UNDP in Vietnam

2. Mdm. **Catherine Phuong**, Assistant for Resident Representative/ Head of Governance and Participation

3. Ms. **Lê Thị Thu Hiền**, Programme Analyst, Governance and Participation

4. Prof. Dr. **Edmund J. Malesky**, Senior International Expert, PAPI Indexing Architect.

5. Prof. Dr. **Paul Schuler**, International expert on data quality control

E. Representative of CECODES

1. Dr. **Đặng Hoàng Giang**, Vice Director - Project Manager

2. Dr. **Trần Công Chính**, Vice Director

3. Ms. **Phạm Thị Minh Nguyệt**

4. Ms. **Nguyễn Thị Quỳnh Trang**

F. Other participants who are not members of the PAPI Advisory Board

1. Dr. **Tạ Văn Sỹ**, Director of Center for Personnel Training and Scientific Research, Viet Nam Fatherland Front Central Committee

2. Ms. **Cao Thị Hồng Minh**, Deputy Head of Legal Policy Department, Vietnam Women's Union Central (to replace Mdm Nguyễn Thị Thanh Cẩm - Head of Legal Policy Department)

3. Mr. **Trần Quang Hồng**, Division Head, Administrative Procedures Control Agency, Department, Office of Government

4. Ms. **Nguyễn Thúy Quỳnh**, Specialist, Administrative Procedures Control Agency, Department, Office of Government

5. Mr. **Hà Việt Hùng**, Ho Chi Minh National Academy of Politics (to replace Mr. Bùi Phương Đình)

6. Ms **Nguyễn Thị Thu Hằng**: Interpreter

## II. INTRODUCTION AND PRESENTATION OF REPORTS

### II.1. Introduction

#### 1. Dr. **Đặng Hoàng Giang**

-General context of the country: There are many important incidents regarding administration and control of corruption that PAPI cares about such as Khanh Hoa's leadership were disciplined and resigned; TISCO 2 project in Thai Nguyen related to the political career of Mr. Hoang Trung Hai, the trial of the two former heads involved in the AVG case, etc.

- An introduction to PAPI's achievements: The Official launch of PAPI 2018 was successfully held in April 2019 with the great attention of the public. From August to November 2019, 14,138 respondents answered the 2019 PAPI questionnaire. And then the international experts have worked tirelessly over the years to bring Preliminary Findings to the advisory board.

- Introduce new members of the 2019 PAPI Advisory Board: (i) Mr. **Nguyễn Hữu Dũng**, Mr **Tạ Văn Sỹ** from the Vietnam Fatherland Front Central Committee, (ii) Mr. **Tran Quang Hong** and Ms. **Nguyen Thuy Quynh** from Administrative Procedures Control Agency, Department, Office of Government (iii) Mr. **Ha Viet Hung** from Ho Chi Minh National Academy of Politics.

Representatives of UNDP: Mdm. **Caitlin Wiesen**, Mdm. **Catherine Phuong** and Ms. **Lê Thị Thu Hiền**. Representatives of the Australian Embassy: Dr. **Cain Roberts**, Mr. **Nguyễn Quang Anh**, Ms. **Mia Urbano**, Ms. **Thân Thị Thiên Hương**. Representative of Irish Embassy: Mr. **To Ngọc Anh**. Two international experts: Dr **Edmund J. Malesky** and Dr **Paul Schuler**.

#### 2. Mr **Thang Văn Phúc**:

-PAPI has been implemented for 11 years and the members of the advisory board have contributed greatly in maintaining PAPI's role in the governance system of Vietnam, continuing to reflect the sentiments of citizens to Vietnam's governance and public administration.

-The main purpose of the 10th advisory board meeting: To help the project team to finalize the official documents preparing for The Official launch of PAPI 2019 and to make some comments on 2020 PAPI Implementation Plan.

-Introduce the Meeting Program: (i) Updates on PAPI Outputs and Funding for Papi; (ii) Preliminary Findings on National Trends from PAPI 2019; (iii) Key preliminary 2019 Findings at the Provincial Level and 2020 PAPI Implementation Plan (iv) Proposed Methodology to 2020 PAPI Survey (v) Discussion and concluding remarks

-General assessment: PAPI is increasingly playing an important role in the national administration system. Together with PCI and PAR. PAPI is considered as an important tool for policy makers at both central and local levels.

PAPI is highly appreciated by scientists and international administrators because it is based on citizen's evaluation and conducted by external organizations, using modern and scientific methods.

PAPI's mission will be continued because it takes a long time for the transformation in administrative reform. In the process, it needs the participation of PAPI project team, of all levels of government from the central to local levels.

#### 3. Mdm. **Caitlin Wiesen**

-Honoured to be the first partner to cooperate with Vietnamese partners to implement PAPI project from 2009 to 2019. Thanks to the Vietnam Fatherland Front Committee, representatives of donors from the Australian and Irish Embassy, the advisory members for joining us.

-The main content today includes: (i) Update the results, preliminary findings from PAPI 2019. Listen to the suggestions from members of advisory board to finalize official publication of PAPI 2019's report. (ii) Discuss the messages and implications of these findings, receive important strategic advice from the members for PAPI 2020.

- PAPI is an increasingly important tool in policy making. The process of implementing PAPI is becoming more and more profound and meaningful with the cooperation of many parties.

+ Currently, PAPI is the largest survey in Vietnam based on people's perceptions. From 2009-2019, 131,501 randomly selected citizens interviewed in face to face from across 63 provinces. In 2019, 14,138 respondents answered the 2019 PAPI questionnaire.

+ 60/63 provinces have issued action plans, directives, resolutions on improving PAPI and citizen's satisfaction.

+ PAPI findings were cited by Prime Minister and his Deputies when dialoguing with top authorities of over 20 provincial governments in 2019.

+ All 63 provinces have hosted and/or engaged in diagnostic workshops on PAPI findings to date; provinces self-fund the workshops and action plan development on improving PAPI

+ PAPI results were presented at 21 provincial diagnostic workshops & 05 international conferences in 2019

+Hundreds of newspapers have used and quoted PAPI in 2019, the number of articles and international magazines using PAPI data is increasing.

+ PAPI findings and methodology integrated into high-level training for senior Party and government leaders in the pool of 2021-2025 Government executives. Deputy Prime Minister Vuong Dinh Hue used PAPI findings to emphasize on the needs of building a facilitating government with senior Party and government leaders who attended the executive trainings by Ho Chi Minh Political Academy in July 2019

+ Collaborative research work by the Ho Chi Minh Academy of Politics to foster leadership engagement in improving governance and citizen satisfaction

Since PAPI data is used widely, it is necessary to keep adjusting PAPI results to suit different needs.

+ PAPI has consulted with the Central Theoretical Council to review and evaluate the trend of PAPI over the past 10 years and in the context of the socio-economic development strategy of Viet Nam for the next 10 years.

+ The Mid-term review on PAPI was conducted which confirms the PAPI project has been highly impactful. PAPI serves as one of the four main national indexes (PAPI, PCI, PAR, SIPAS) to assess Viet Nam's development in terms of three broad overlapping spheres, the state, society, and the market.

- PAPI Funding Sources: The Government of Australia and the Government of Ireland. Hopefully the two Embassy will continue to sponsor the following years.

- Future focus: (i) Piloting innovative measures in conducting citizen survey: application of Geographic Information System in sample selection to include immigrants' feedbacks to governance quality and foster research credibility (ii) Promote sharing of good practices for improved citizen satisfaction and (iii) Working towards greater impact in policy advocacy at the central and provincial government level

## **II.2. Presentation of reports**

### **1.TS. Paul Schuler: Preliminary Findings on National Trends from PAPI 2019**

- PAPI's sample represents the structure of Vietnam's population in terms of gender, region, ethnicity, age, etc.

- Composition of 2019 PAPI: including six dimensions from 2009 (Participation at Local Levels; Transparency in Local Decision-Making; Vertical Accountability towards Citizens; Control of Corruption in the Public Sector, Public Administrative Procedures; Public Service Delivery) and 2 new dimensions added from 2018 (Environmental Governance and E-Governance).

- The PAPI core dimensions tend to improve significantly from 2015 to 2019, indicating that the provincial governance has been improved.

+ The Control of Corruption in the Public Sector is continuously improved because this is the content that citizens are interested in. This is also one of PAPI's most important dimensions that reflects citizens' satisfaction with local government performance. The improvement of its component score improves the overall score of the PAPI index.

+ Dimension 5: Public Administrative Procedures is slightly reduced.

- PAPI is a nationwide representative survey that shows citizens' comments on economic conditions as well as helps Government focus on the issues that need to be adjusted in the coming years.

The survey results show that the number of citizens agreeing that the economic situation is being improved has increased continuously from 2011-2019. The economic improvement in each group or field is different. The general trend over the years, argued by workers in all regions, is that economic conditions have been improved. However, in 2019, agricultural workers have more negative assessments than non-agriculture ones.

Perspective of Household Economic Conditions by Gender, Ethnicity, and Income Group: Ethnic minorities significantly less satisfied than Kinh, women less satisfied than men, the poorer citizens less satisfied than the wealthier ones.

- Issues of greatest concern in 2019: Among five issues of greatest concern, three involves economic opportunities. Environmental pollution has also become one of the most concerned issues since the Viet Nam dead fish crisis in 2016. Compared to 2018, concerns about Environment, East Sea Dispute, Road Conditions and Economic Growth are arising. Poverty and Hunger remains of greatest concern over time. Corruption slightly decreases in concern.

Priority issues that Government need to focus on in 2019 by gender and ethnicity: Women are more concerned with poverty, control environmental pollution, and quality of education. Men are more concerned with economic growth, East Sea Dispute, corruption and security. Ethnic people give priority to agricultural policies, poverty, and land access.

- Corruption control is improved in almost all sub-dimensions. It is most significantly in administrative procedures, healthcare and education; slightly better in in public sector recruitment.

Corruption is especially popular in public sector recruitment, public health services and land use rights certification. With the government's anti-corruption campaign, citizen's perception of corruption has declined but remains high and is less positive at national level than at local level.

- Public administrative procedure: Not changed much according to citizen's perception. The problem here is that despite efforts to reduce public administrative procedures, the interaction of citizen with public authorities (measured by PAPI) is not equal to businesses (measured by PCI). The solution for this problem is e-government. Posting the procedures online makes it is more efficient to implement, reduces corruption. However, the number of citizens using the web portal for administrative procedures is still low, below 5%, with an increasing trend from 2016-2018. This rate in 2019 is lower than that in 2018. The implementation of these services can be done easily via mobile phones, computers connected to the Internet; The rate of people using Internet increased rapidly and those who have experienced e-government were very satisfied. However, the number of people using the web portal for administrative procedures is still low.

- Environmental Governance at National Level is stable since. Findings: air pollution in Hanoi and Ho Chi Minh. More citizen reported worsening air quality showing their concern about environment.

- Gender and women's participation in political leadership positions: It is necessary to pay attention to this issue because (i) prioritize issues of each gender are different. Men are more concerned about national security while women prefer poverty and control environmental pollution and the quality of education. Their concern must be reflected in politics. (ii) senior female leaders are more likely to approach female leaders at the local level and also give priority to gender policies.

Only 10-15% of leaders in village are women due to prejudices about women's role. When asked whether citizen prefer to choose men or women to take leadership positions from the national to the local level, most of them do not prefer either. For those who do, more prefer men particularly for executive leadership roles, women for representative leadership roles.

- The prejudice against the female candidate for the position of a village head / quarter leader is 4%, which is larger than the position of the National Assembly deputies, perhaps because people think that high-ranking positions are not affected directly to their lives.

- The percentage of respondents reporting their housing land was revoked has been reduced slightly over the years. Land seizures in urban areas continue decreasing since 2013 Land Law. The percentage of respondents reporting their farming land was revoked has been sharply reduced from 2018-2019. Farming land remains more prone to seizure. Land management is more concerned in rural than urban.

- Hot issues attracting public attention posed by PAPI in 2019: banning plastic bags, banning bikes in Hanoi and Ho Chi Minh, mobile phone tax, unfair entrance exams. The analysis shows that women are more opposed to levying mobile phone taxes and restricting motorbike than men, urban residents are more concerned about university examinations than rural residents.

## **2. Dr Đặng Hoàng Giang: Key Preliminary 2019 Findings at the Provincial Level and 2020 PAPI Implementation Plan**

- The changing trend of the six dimensions:

- Dimension 1: Participation at Local Levels level: including Civic Knowledge, Opportunities for Participation, Quality of Elections, Participation in Local Projects. The overall score of the provinces is quite low 4-6 points on the 1-10 scale. Overall, northern provinces tend to perform better than their peers in the south.

- Dimension 2: Transparency in Local Decision-Making: including Access to Information, Transparency of Poverty Lists, Commune Budget and Expenditure, Land Plans and Compensation Price Frames. The overall score is 5 to 7 points, increased slightly from 2016-2019 but still low.

- Dimension 3: Vertical Accountability towards Citizens: including Interactions with Local Governments, Citizen Appeals to Local Government, Access to Justice Services. The average score is only 4-6 points on the 1-10 scale. Four Northern-Central provinces (Nghệ An, Hà Tĩnh, Quảng Bình and Quảng Trị) remain in the top performing group in 2019 as they were in 2018. Among centrally-governed municipalities, Ha Noi and Hai Phong are in the poorest performing group.

- Dimension 4: Control of Corruption in the Public Sector: The score is quite good from 5.5 to 8 point. However, the fairness in state employment is greatly hindered by nepotism. Ha Giang, Hai Phong, Lam Dong, Kon Tum, Yen Bai and Hanoi are among the poorest performers. Da Nang's performance declined significantly although the early years it's always at the top. It reflects the actual situation of Da Nang in recent years.

- Dimension 5: Public Administrative Procedures: includes Quality of Service for Certification Services, Quality of Service for Construction Permits, Quality of Service for Land Use Rights

Certificates, Quality of Service of One-stop Shops at Commune levels. This is also the main content of Administrative Reform - Program 30 implemented for many years. The score is quite high, 7-8 points. The difference between localities is not much, showing that the administrative reform program has achieved good results despite the difficulties in geographical conditions and economic development.

- Dimension 6: Public Service Delivery: including Public Healthcare, Primary Education, Basic Infrastructure, Law and Order. Citizen evaluate quite well with a score of 7-8 points. It is positive situation compared to the current standard of living in Vietnam. It is reasonable when the mountainous provinces such as Lang Son, Dak Nong have lower score.

- Dimension 7: Environmental Governance: Citizens' Perspective of Environment, Quality of Air in Locality, Quality of Water from Nearby Waterways. The results are very concerning when the scores of the provinces are only 3-5 points. This is one of the weakest indicators with the largest gap between the provinces. Hanoi stood at the penultimate despite the fact that the survey was conducted before the environmental-related cases in Hanoi such as air pollution, water pollution of Song Da company. Da Nang, Hai Phong, Ho Chi Minh City are among the poorest performers. It seems to be the cost for rapid economic development without environmental protection.

- Dimension 8: E-Government: The biggest difference between localities, ranging from 2-5 points, below the average. The percentage of citizen using the internet is 60%, in urban areas up to 80-90%, almost all citizen uses smartphone but the proportion of people accessing the government's portal is not high. It is a huge waste of resources that we need to keep in mind.

- The overall picture of 8 dimensions: at reach 40-50 on the 8-80 scale - Average level. Hanoi is on the fifth from the bottom up, achieving worse results than 2018 even though the government has organized a series of conferences and seminars to improve PAPI scores. Da Nang also has a sharp decline. This is a worrying setback because in the early days Da Nang was considered a representative of state governance.

### **3. Dr Edmund J. Malesky presented " Proposed Methodology to 2020 PAPI Survey "**

- PAPI' samples have been selected randomly, maintaining a representative structure so that each person has the same interview opportunity. This method has been used for 10 years. PAPI will select districts and villages / communes. Then, based on the list of residents residing in the survey area, PAPI makes a list of people interviewed at each unit. However, with the change in socio-economic situation in Vietnam, there are two methodological problems:

+ Migration tendency is stronger but current PAPI survey omits migrant population while there are many places where the proportion of migrants is larger than that of indigenous citizen (i.e. Binh Duong). PAPI sample slightly biases (higher average age (49.6), more female (53%), more likely to be party (11%) or government official (10%) than national average. Meanwhile, the percentage of labors working in manufacturing (7.5%) and services (25%) who attended the survey is lower than that of national average.

Provinces receiving migrants such as Hanoi, Dong Nai, and Bac Ninh receive systematically lower scores than sending provinces. Migrants who moved to location and are more satisfied are omitted. Existing population facing greater competition for services is included.

+ Cheating on PAPI is growing

Popularity and importance of PAPI mean provincial leaders want to influence scores. Because they know the sample villages and put together village lists ahead of time, they are able to train respondents before survey.

- Solution: change the sampling strategy: select a sample based on the Geographic Information System (GIS); based on map grid, select quadrants on grid and interview people in this area including people without permanent residence, reduce cheating by eliminating ability of leaders to control lists. This method takes advantage of technological advances, is

facilitated by tablets for interviews, and has been used successfully in China and Tunisia to capture migrant population.

- How it will work:
  - + Select villages and provinces for the survey as usual
  - + Within village create use a high-quality map to generate a grid
  - + Researchers randomly select quadrants on grid for interviews. They can do PPS sampling through night luminosity or number of buildings
  - + Team leaders randomly select buildings within quadrants
  - + Interviewers select one household within buildings using randomization device
  - + Interviewers select individual in household using Kish Grid. For example, at An Thanh commune of Binh Duong, the interviewer will determine the locality, select each house, choose a household and finally choose a interviewee according to the Kish Grid, which is the fourth person of Apartment No. 7.
  - Options of piloting GIS depending on budget availability in 2019: pilot only in one or more location options: (i) Migrant receiving province (Binh Duong); (ii) Potentially manipulating province (Quang Ninh); and (iii) Migrant sending provinces (Phu Tho and Tien Giang). We will mirror the current PAPI village collection, allowing us to compare both methods directly. If this method is appropriate, it may not be necessary to apply it nationwide, but only in migrant- receiving province.
  - How to choose:
  - + Select 4 quadrants in each village and 4 buildings (plus 4 backups) in each quadrant.
  - + Interviewers will visit each building and select one household.
  - + Interviewers will visit the building three times and collect phone information to set up interview.
  - + If no interview can be carried after three times visiting, the interviewer can move:
    - (i) To another household in the same building
    - (ii) If (i) fails, then move to household in back-up list
- Although it is not the first time this method used in Vietnam. If applied to PAPI research, the scale is much larger.

### III. DISCUSSION

#### 1. Mr. **Thang Văn Phúc**:

- We look forward to receiving comments/suggestions
- + Evaluate PAPI report 2019
- + Identify some contents and methods to implement PAPI2020: Should PAPI apply GIS method? Should PAPI have more dimension? ...

#### 2. Mr. **Nguyễn Đình Cung**:

- PAPI has had more and more profound influence, being concerned by the public. PAPI data is cited and used by leaders when evaluating the quality of public governance.
- Compare PCI and PAPI:
  - + PCI index: If a province stands in the top 5 or 10 for 3-5 years, its economy will change and mobilize more investment.
  - + PAPI index: Do not see any significant change in the provinces standing in the top for few consecutive years, especially in economic development.



It is advisable to research provinces that have the PAPI index improved to find out what they have applied from PAPI to issue effective action plans which improve the quality of local governance.

- Public Administrative Procedures and Public Service Delivery have high scores may be due to the Government's emphasis on reforms and these directions is clear and easy for local leaders to perform. To improve other dimensions, PAPI not only indicate which provinces have the low scores and the reasons for achieving the low scores, but also give specific instructions on what and how the provinces need to do because they may want to improve but don't know how to do it. PAPI can research and provide selective solutions.

- PAPI should choose GIS. The pilot should be done in Hanoi and Bac Ninh for saving money.

=> Mr. **Thang Văn Phúc**:

- Comparison between PCI and PAPI: comparison and evaluation must be based on general criteria. PCI evaluation based on enterprise while PAPI based on people. Each indicator has different missions, positions and roles.

- The method must be chosen based on the factors of the process of industrialization, modernization, mechanical migration. Therefore, the pilot in two provinces is not suitable.

3 / Mr. **Phạm Văn Tân**:

- The point of the provinces is from 46.74 to 40.84 on a scale of 80, showing that people's satisfaction is too low despite improvement. The difference between provinces is not significant.

- The rank of PAPI index of a locality has changed dramatically over the years: Thai Nguyen in 2018 is at the position of lower than 20th, in 2019 it was 39<sup>th</sup>. Son La has moved from about 20th in 2018 to 13th. Are the motivation or stagnation of local policies the cause of the change or other reasons?

- When changing content indicators, there is no common denominator to synthesize and assess the development process of the locality or the country so we should consider carefully when adding more dimension. We should refer to PAPI index of other countries.

=> Mr. **Thang Văn Phúc**:

- The Board should consider whether to further analyze the factors affecting the fluctuations in the rankings of the provinces?

- The increase in the index is appropriate, reflecting the trend and requirements of management practices. However, there will be not only 8 dimensions in the near future.

=> Dr. **Đặng Hoàng Giang**:

- The problem of PAPI today: PAPI needs to not only keep the constant to compare but also update the changes, advances in governance and public administration. Environment and e-governance are new issues that, if without them, PAPI does not make much sense in the current situation. Therefore, PAPI team decided to add these two dimensions. We work and adjust to find out the most effective way. On the other hand, in PAPI report, it will be pointed out core dimensions that is comparable and new dimensions that is not comparable. Even in the core dimensions, there is some new sub-dimensions. This will encourage provinces to find out what makes those scores, their performance in specific areas instead of the comparison based on overall scores.

PAPI team believes that it is the best option to solve the problem of PAPI today.

- PAPI is unique in the world. PAPI reflects the story of Vietnamese governance with the context of Vietnamese law so there is no overall comparison at the world level. There are only smaller comparisons in specific areas such as environment, corruption. In addition, due to the different survey methods of the projects and indicators, the international comparison is quite limited.

=> **Dr Paul Schuler:**

- PAPI have to keep the balance: (i) maintain comparability over time (there is a change in the index structure but still keep the core component dimensions, only adding dimension) (ii) reflect the changes of Vietnam's economy (urbanization, migration ...)
- The presentation of results by rank is highly sensitive because the small variation corresponding to the difference between the positions is not too large, so only a very small change in the score may affect the position of provinces. Therefore, PAPI results should be presented in dashboard and classified by groups. When changing the score, the provinces can change up to 4-5 positions, but remain at the same group.

=> **Mr. Thang Văn Phúc:**

- Nowadays, in Vietnam, there still exists formalism, achievement disease in evaluation.
- In current years, we need to add more dimensions which are more meaningful to the society, to the responsible agencies that have to plan and adjust policies. How long it takes to keep the index relatively stable depends on the country's development.

**4. Mr. Đinh Xuân Thảo:**

- The ranking is necessary, encouraged by the government
- Objectivity in sampling: it is suggested that the central provinces have high scores because of moderate educational level, distance from leadership and the fact that citizens are not strict when evaluating. In contrast, residents in cities such as Hanoi, Hai Phong, and Da Nang are highly educated, demanding, with more information, so the assessment is more rigorous.
- PAPI survey results in 2019 are objective and convincing. For example, Da Nang has actually experienced a decline in administrative reform compared to 4-5 years ago. When Da Nang applied one-stop service, Public Administrative Procedures was solved quickly. But when applying e-government, citizen has to go up to 3-4 times. That may be a reason why many localities are not interested in e-government.
- The improvement of PAPI index depends on provincial leaders: wherever the leaders are concerned, they will try to improve and vice versa.
- We should consider the PAPI correlation with other indicators because of the fact that they all evaluate the performance of the government.
- Sampling: industrial provinces like Binh Duong and Dong Nai have complicated social situations and management.

**5 / Ms. Cao Thị Hồng Vân:**

- The relevance of the index greatly increased. PAPI index is more acceptable by departments in assessing the quality of public administration in their localities
- The acceptance and consensus of the advisory board members also greatly increases.
- Recommendation: overview of 5-year trends or diagrams of each province in 5 years so that the provinces - beneficiaries from PAPI can easily see the change and find the cause.
- The scope of PAPI is to make findings, policy implications from the citizen's reflection only, and the solution depends on the management. However, if PAPI is interested in clarifying the reasons for the increase or decrease, it will increase the depth of research.

=> **Dr Đặng Hoàng Giang:**

- The figures in the draft are only generalized. On PAPI's website, there is a complete profile of each province for each year so that the provinces can compare with other provinces and with themselves.

**6. Mr Nguyễn Sỹ Dũng**

- PAPI measures citizen's experience so it is relatively objective. However, there are still many subjective factors affecting citizen's perception, especially the media and public image of local leaders. PAPI team should find a solution to limit the impact from these subjective factors so that the PAPI data will be more accurate.

- I agree with Mrs. Van. Data is available on the website but provinces can choose to download or not. The most message from PAPI especially the 10th anniversary is very important. Praising localities for steady progress and remarkable improvements over many years has a great impact on raising the index. Provinces with low scores will be under greater pressure, this assessment will even affect the political career of the leaders. This will motivate them to change.

- One of the important indicators of national governance that PAPI does not measure is the responsiveness of the government. The lack of response, slow response, paralysis reaction, etc. in dealing with the country's problems reflect the poor governance quality. Does PAPI measure this?

- Data about corruption is very sensitive, can backfire. In fact, corruption has not improved much because Vietnam does not have an independent judiciary, the basic mode of institutions has not changed. Citizen's perception that corruption is declining may be due to the influence of the media in propaganda about the anti-corruption campaign and the policy of no prohibited zones. Therefore, these data can only reflect some certain aspects.

#### 7 / Ms. **Trần Thị Quốc Khánh:**

- PAPI 2020 should promote and clarify the contents of the environmental management index, especially the content of wastewater treatment before discharging into the environment, transparent information about the air index. When these contents are concretized into an index of PAPI, local leaders will be more concerned to find the solution.

#### => Mr. **Thang Văn Phúc:**

- This treatment should be prescribed into a law for the state to handle the original word, without persuasion, advocacy and education. Only a set of tools and instruments of measurement techniques can be used to sanction violating factories and enterprises. In Vietnam, there is no tool yet, so it is agreed that this content should be added to PAPI to pressure provinces.

- The measurement of air index can be carried out easily via smartphone. The problem is who guides, who spreads, does this information require authorization?

#### 10. Mr **Đỗ Duy Thường:**

- Public administration is associated with officials, so PAPI should make five-year and ten-year reports. This report will have a major impact on the governance of both central and local levels.

- In e-governance: Some local governments try to work towards building online public services at level 4. However, following this level, citizen find it difficult and troublesome because not everyone can update. People sometimes want to go directly to public authorities to do specific work. Therefore, PAPI needs to study whether to integrate more content into 4.0?

## **IV. CONCLUDING REMARK**

### 1. Mdm. **Caitlin Wiesen:**

- PAPI will not emphasise on rankings but will reflect more on the changing trends of localities in recent years. This helps local governments to make changes.

- Applying GIS in the survey helps to answer many questions that people still worry about PAPI survey. In 2020, pilot will be applied in some localities and then adjusted to implement this method most effectively.

### 2. Mr **Thang Văn Phúc:**

- The members highly appreciate the draft of the PAPI 2019 report. The official report should include a 10-year overview that analyze the local fluctuations and the causes because this is the most concern part of central and local government

Review some of the issues proposed by members in 2020:

+ After the PAPI results are published, there should be more regional seminars and workshops with some localities to maintain stable dimensions and some localities that do not maintain the stability to find the causes.

+ Try to keep 8 dimensions for 2020, go into detail the sub- dimensions of e-governance and environmental governance indexes to further improve the contents of these.

+ PAPI report in the coming years should analyze in depth the causes.

+ Agree to use new GIS method to increase objectivity, science, increase reliability for PAPI data

+ To publish PAPI index more effectively: there should be a highlight in the report so that the government cannot ignore, can put on the website, make a disc to send to each province.

-Thank you for the support of UNDP, Australia, Ireland and other organizations. Hope to receive more support from international friends./.

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The meeting ended at 4.50 pm on December 18<sup>th</sup> 2019.