

## ***0.a. Goal***

Goal 16: Promote a peaceful, just and equal society for sustainable development, creating access to justice for all; building effective, accountable and participatory institutions at all levels

## ***0.b. Target***

Target 16.6: Build transparent, effective and accountable institutions at all levels (Global Goal 16.6)

## ***0.c. Indicator***

Indicator 16.6.1. Proportion of the population satisfied with public services in the last time

## ***0.d. Series***

Proportion of population satisfied with their last experience of public services [16.6.2]  
SP\_PSR\_SATIS

## ***0.e. Metadata update***

June 2021

## ***1.a. Organisation***

Vietnam Fatherland Front

## ***2.a. Definition and concepts***

Public services are activities serving the common and essential interests, basic rights and obligations of organizations and citizens, directly performed by the State or transferred to non-State establishments. for efficiency and fairness. Public services are activities of state agencies in performing state administrative management functions and ensuring the supply of public goods to serve the common and essential needs of society. The implementation of such activities can be undertaken by the state or the private sector.

Public services include 3 types: Public services in the field of non-business; public services in the field of public utilities and public services in the field of state administration, also known as public administrative services.

Public non-business services include activities that provide essential social welfare for the people such as: Education, culture, science, health care, physical training and sports, insurance, social security, ...

Public services are activities that provide basic and essential goods and services for people and communities such as: environmental sanitation, waste treatment, clean water supply, urban public transport, natural disaster prevention,... Some activities can be carried out by the private sector such as: Environmental sanitation, clean water supply.

Public administrative service is a service associated with the state management function to meet the requirements of the people. This is part of the state management function. To perform this function, the state must carry out direct service activities such as licensing, certificates, registration, notarization, visas, civil status,...

The most recent percentage of the population satisfied with public services is the percentage of the population that was satisfied with public services in the most recent survey of the total population.

## ***2.c. Classifications***

The list of administrative units in Vietnam issued together with the Prime Minister's Decision No. 124/2004/QĐ-TTg dated July 8, 2004 and the changes updated by the General Statistics Office to date December 31, 2019)

## ***3.a. Data sources***

Provincial Governance and Public Administration Performance Index Survey

## ***3.b. Data collection method***

For more information, visit the link: <https://papi.org.vn/bao-cao/>

## ***3.d. Data release calendar***

year

## ***3.e. Data providers***

Vietnam Fatherland Front

## ***3.f. Data compilers***

Vietnam Fatherland Front

## ***4.a. Rationale***

Indicator reflects the level of people's satisfaction in using public services. Indicators are the basis for the State to develop appropriate policies and laws.

## ***4.c. Method of computation***

Method of computation

Công thức tính:

$$\text{Tỷ lệ dân số hài lòng về dịch vụ công trong lần gần đây nhất (\%)} = \frac{\text{Dân số hài lòng về dịch vụ công trong lần gần đây nhất}}{\text{Tổng số người dân được khảo sát}} \times 100$$

## ***5. Data availability and disaggregation***

Annually available figures from 2016-2020 for certain types of public services

Source of publication: Provincial Governance and Public Administration Performance Index Survey 2015-2019 (PAPI)-CECODES, UNDP, Vietnam Fatherland Front

## ***6. Comparability/deviation from international standards***

This indicator corresponds to the global SDG target 16.6.2: Proportion of population satisfied with their last experience of public services

## ***7. References and Documentation***

Survey Report Administrative Service Satisfaction Index (SIPAS)) 2017, 2018.

- Circular No. 03/2019/TT-BKHĐT dated January 22, 2019 stipulating the set of statistical indicators for sustainable development of Vietnam;

- <https://unstats.un.org/sdgs/metadata/>