

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 16.5.1. Percentage of people paying informal fees when using public services

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.

Proportion of people paying informal fees when using public services is the percentage of people identified as paying informal fees when using public services out of the total number of surveyed public service users .

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-caoi/](https://papi.org.vn/bao-caoi)

3.d. Data release calendar

year

3.e. Data providers

Vietnam Fatherland Front

3.f. Data compilers

Vietnam Fatherland Front

4.a. Rationale

The indicator reflects equal access to public services and proper functioning of the economy. When administrative bribery becomes the repeated experience of large segments of people and businesses, it has long-term negative effects on the rule of law, democratic processes and justice. This indicator provides an objective measure of corruption, a yardstick to track progress in the fight against corruption

4.c. Method of computation

Method of computation

Công thức tính:

$$\text{Tỷ lệ người phải trả chi phí không chính thức khi sử dụng dịch vụ công (\%)} = \frac{\text{Số người được xác định phải trả chi phí không chính thức khi sử dụng dịch vụ công}}{\text{Tổng số người sử dụng dịch vụ công được khảo sát}} \times 100$$

5. Data availability and disaggregation

Annually available figures from 2011-2019 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 16.5.1: Proportion of persons who had at least one contact with a public official and who paid a bribe to a public official, or were asked for a bribe by

those public officials, during the previous 12 months.

7. References and Documentation

Report on Survey Results of Provincial Governance and Public Administration Performance Index 2015-2019 (PAPI)

- 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/>