ADB'S WATER POLICY IMPLEMENTATION REVIEW
Client and Stakeholder Survey Results
Final Report

DECEMBER 2005

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I. INTRODUCTION, DATA ANALYSIS, AND DATA LIMITATIONS

As a part of ADB's water policy implementation review, ADB developed a short survey to gauge perceptions on key areas outlined in ADB's water policy. The Client and Stakeholder Survey contains questions focused on ADB's performance, progress in the DMCs, and recommendations on investment priorities and partnerships. The survey was distributed online, at water related conferences, and during the in-country consultations.

This report[1] presents the findings from a total number of 367 respondents of which 234 respondents were from in-country consultations, 103 respondents were from regional conferences, and 30 responded through the online survey in the ADB website (Appendix 1). Summary tabulations of survey responses from each key event are included in Appendix 2-A. The survey comprises seven questions, which can be grouped into three broad issues: progress made in the implementation of ADB water policies, priority areas for future investments, and partnerships to be developed.

- *DATA ANALYSIS*

Data analysis started with the coding and processing of the completed questionnaires. The data from the survey were coded and entered using Excel. In terms of the analysis, only percentage distribution was used and there were no statistical tests conducted to establish correlation among demographic characteristics of respondents, and the significance of the tests conducted. For each of the seven questions, simple cross-tabulation was done to highlight significant similarities and differences across key demographics such as gender, sub-sector, stakeholder group and country. Where there was a critical mass, the top three answers were considered. The key findings are summarized according to the three key areas covered in the survey: progress, priorities (investments and approaches), and partnerships.

- *DATA LIMITATIONS*

Due to non-responses in fields for major demographics such as gender, organization or stakeholder group and sector, some surveys could not be appropriately accounted for, and could have affected, though in a small degree, the results. Moreover, most respondents who selected the "others" category failed to identify specific details to distinguish it from other categories. Thus the selection of "others" was not mutually exclusive of other choices provided. Likewise, due to the nature of the questions where there are at least three possible answers for each question, some cross tabulation tables could not be added to 100% due to double-counting.

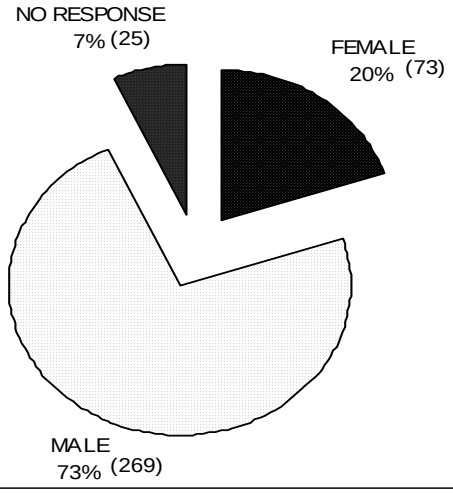
[1] Ms. Marie Gina Dulce Sartin-Condat, Consultant tabulated and encoded the survey data and produced the draft report. The results and final report were revised by Ms. Kathryn Nelson, (Lead Facilitator) Consultant.

II. DEMOGRAPHIC CHARACTERISTICS OF THE RESPONDENTS

A. Gender

Overall, the majority of survey respondents are men. As shown in Chart 1, almost three fourths of survey respondents are men, one fifth are female, while almost ten percent of respondents did not indicate their gender.

Chart 1. Distribution of Respondents by Gender



As outlined in Table 1, almost half of the female respondents are from civil society (49% of female respondents/10% overall) followed by roughly one sixth from government and academe respectively. In contrast, almost one-third of the male respondents are working with the government (38% of male respondents/28% overall) while more than one fourth work in civil society organizations (27% of male respondents/20% overall) and slightly less than ten percent work in academe (9% of men/7% overall).

More than ten percent of male respondents work in the private sector (14% of men/11% overall), while roughly five percent of female respondents or less than 1% overall are working in the private sector. The least number of respondents, either male or female, represent international organizations, or slightly more than 5% (4% overall) of male respondents, and roughly 5% (1% overall) of female respondents.

Table 1. Number of Respondents by Stakeholder Group and by Gender

STAKEHOLDER	GENDER									TOTAL	
	Female			Male			No Response (NR)				
	No.	% of Female	% Overall	No.	% of Male	% Overall	No.	% of NR	% Overall	No.	%
Government	12	16	3	102	38	28	11	44	3	125	34
Civil Society	36	49	10	73	27	20	8	32	2	117	32
Academe	11	15	3	25	9	7	0	0	0	36	10
Private Sector	7	5	1	39	14	11	1	4	0	47	13
Intern'l. Org'n.	4	5	1	15	6	4	0	0	0	19	5
Consultant	0	0	0	7	3	2	0	0	0	7	2
Others	0	10	2	5	2	1	1	4	0	6	2
No Response	3	4	1	3	1	1	4	16	1	10	3
TOTAL	73	100	20	269	100	73	25	100	7	367	100

Roughly 80% of the in-country consultation participants completed the survey (179/228). Table 1.A. outlines the gender distribution of participants by stakeholder group who attended the in-country consultations and of the subset of participants who completed the survey questionnaires during the in-country consultations.

Table 1.A Number of Participants and Respondents by In-country Consultations

Stakeholder Group	**Number of Participants/*Respondents*[1]**				
	Total (Men/ Women)				
	Cambodia	Fiji	Indonesia	Kazakhstan	India
Government	19 (11 / 8) *15 (8 / 3 / 4 undet.)*	14 (13 / 1) *13 (9 / 2 / 2 undet.)*	20 (18 / 2) *14 (12 / 1 / 1 undet.)*	6 (5 / 1) *9 (6 / 1/ 2 undet.)*	20 men *14 (13 / 1)*
Project Resource Persons/Consultants	4 men *2 men*	2 men *1 man*	None *None*	10 (8 / 2) *None*	None *None*
NGOs/Civil Society	13 (10 / 3) *11 (7 / 4)*	10 (5 / 5) *7 (3 / 3 / 1 undet.)*	16 (9 / 7) *7 (4 / 2 / 1 undet)*	15 (7 / 8) *15 (7 / 7 / 1 undet.)*	19 (13 / 5 / 1 undet.) *18 (13 / 3 / 2 undet.)*
Private Sector	5 men *3 men*	None *None*	1 woman *None*	3 (2 / 1) *5 (4 / 1)*	9 men *8 (7 / 0 / 1 undet.)*
Academe	2 men *1 man*	1 man *1 man*	6 (2 / 4) *11 (5 / 6)*	7 (5 / 2) *5 (3 / 2)*	None *1 man*
International Orgs	6 (5 / 1) *2 men*	6 (4 / 2) *4 (3 / 1)*	6 (4 / 2) *4 men*	5 (2 / 3) *2 women*	3 (2 men / 1 undet.) *None*
Others	*None*	*1 undet.*	*None*	*None*	*None*
No Response	*1 undet.*	*None*	*2 (0/ 1 / 1 undet.)*	*2 women*	*None*
Total (Gender Breakdown)	49 (37 / 12) *35 (23 / 7 / 5 undet.)*	33 (25 / 8) *27 (17 / 6 /4 undet.)*	49 (33 / 16) *38 (25 / 10 / 3 undet.)*	46 (30 / 16) *38 (20 / 15 / 3 undet.)*	51 (44 / 5 / 2 undet.) *41 (34 / 4 / 3 undet.)*
GRAND TOTAL	228 (169 / 57 / 2) *179 (119 /42/18)*				

[1] All numbers in italicized fonts indicate the number of respondents who completed the survey questionnaires during the in-country consultations.

3. By Country

Reflecting the fact that the India consultation had the most participants in attendance of all five consultations held for the review, most or one fifth of survey respondents are from India (75/367 or 20%). Likewise, the next largest group of respondents is from Indonesia with 43 people (12%), followed very closely by Kazakhstan and Cambodia with 40 (11%) and 33 (9%) people, respectively (Table 2).

Considering gender by country, the most number of female respondents came from Kazakhstan, 16 (or 4% of total), followed by Indonesia and India with 11 female respondents (4%) each, Philippines with seven female respondents (2%), and then Cambodia and Fiji with six female respondents each (2% each). Not surprisingly, most male respondents came from India, 61 (or 17% of total), followed by Indonesia with 28 male respondents (8%), then

Cambodia with 22 (6%) and Kazakhstan with 21 (6%) male respondents. About 25 (7%) respondents (from Cambodia, Fiji, India, Indonesia, Kazakhstan and other countries) did not indicate their gender. Only one respondent did not indicate his or her country and gender.

Table 2. Number of Respondents by Country[2] and by Gender

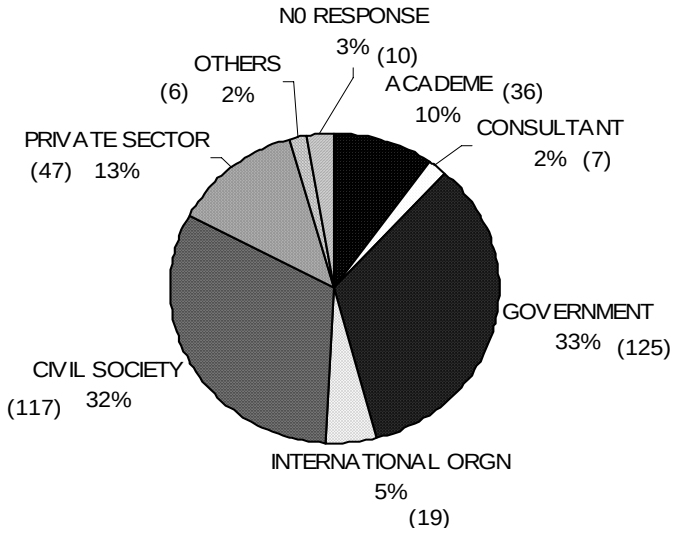
Country	Gender						Total	%
	Female	%	Male	%	No Response	%		
Other Countries[1]	12	3	84	23	3	1	99	27
India	11	3	61	17	3	1	75	20
Indonesia	11	3	28	8	4	1	43	12
Kazakhstan	16	4	21	6	3	1	40	11
Cambodia	6	2	22	6	5	1	33	9
Fiji	6	2	18	5	4	1	28	8
Philippines	7	2	16	4	0	0	23	6
No Response	4	1	19	5	3	1	26	7
Total	**73**	**20**	**269**	**73**	**25**	**7**	**367**	**100**

1 – all other countries with 5% or less of the total respondents were lumped together for ease of presentation includes Afghanistan-1%, Australia-0%, Bangladesh-2%, Denmark-0%, Japan-0%, Lao PDR-2%, Malaysia-2%, Nepal-3%, Netherlands-1%, Pakistan-2%, Papua New Guinea-0%, Singapore-1%, Sri Lanka-3%, Thailand-2%, UK-1%, USA-1%, and Vietnam-4%)
2 – includes respondents from regional conferences and ADB website.

B. By Stakeholder Group

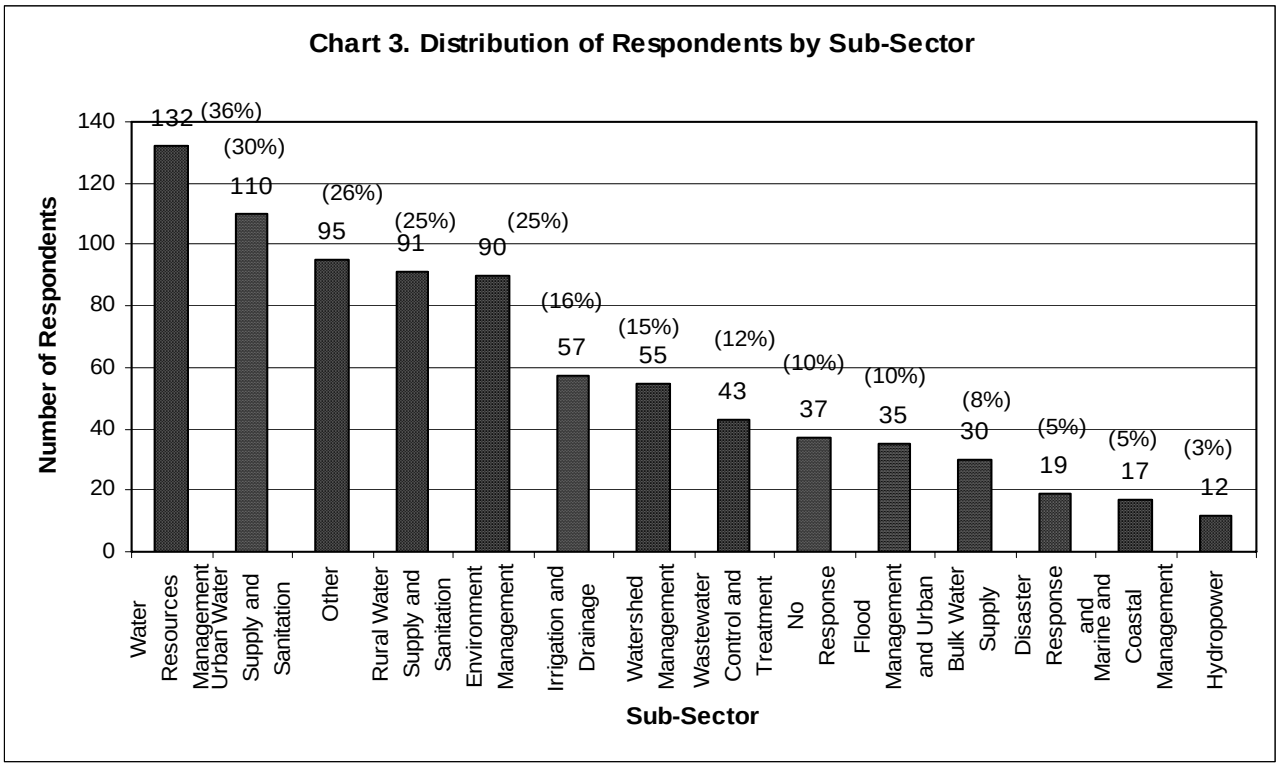
As depicted in Chart 2, the largest number of respondents or 33% (125/367) came from the government sector, followed by respondents from civil society which represented a little over 30% of the total pool (117 respondents). At least ten percent of survey respondents came from the private sector and academe respectively, while roughly five percent were from international organizations. The remaining respondents representing seven percent of the total pool included consultants, respondents working in other categories, and those that did not indicate the type of organization with which they currently work.

Chart 2. Distribution of Respondents by Stakeholder



C. By Sub-sector

Chart 3 outlines the distribution of the respondents across sub-sector. Most respondents or 36% came from the water resources management sub sector. The next largest group of respondents work in the urban water supply and sewerage sub sector with 110 respondents (30%) followed by about 95 respondents (26%) who work in other sub-sectors, followed by the the rural water supply and sewerage, and environment improvement sectors with 91 (25%) and 90 (25%) respondents, respectively. About 37 respondents (10%) did not provide a sub sector affiliation.



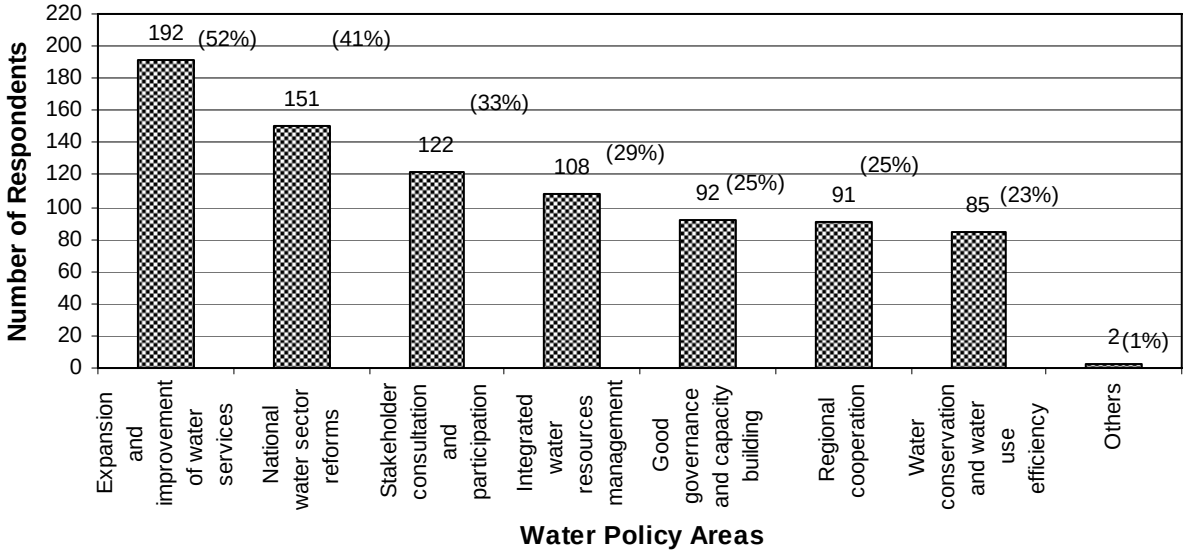
III. KEY FINDINGS

As noted earlier, only percentage distribution was used and there were no statistical tests conducted to establish correlation among demographic characteristics of respondents, and the significance of the tests conducted. For each of the seven questions, simple cross-tabulation was done to highlight significant similarities and differences across key demographics such as gender, sub-sector, stakeholder group and country. Where there was a critical mass, the top three answers were considered. The key findings are summarized below in the three key areas covered in the survey: progress, priorities (investments and approaches), and partnerships.

A. PROGRESS

- Overall, respondents indicated that ADB made the most progress to expand and improve water services, make reforms in the water sector, improve stakeholder consultation and participation and integrate water resources management (IWRM) (Chart 4).

Chart 4. ADB's Water Policy Areas with Most Progress



Considering responses by stakeholder group, most respondents from government, civil society, the private sector and international organizations indicated that ADB made the most progress to expand and improve water services while most respondents from academe indicated that ADB made the most progress to improve stakeholder consultation and participation (Appendix 3 Table 1).

By country, most respondents from India, Cambodia, and Fiji suggested that ADB made the most progress to expand and improve water services, while respondents from Kazakhstan and Philippines highlighted progress to advance water sector reforms and respondents in Indonesia observed improvements in stakeholder consultation and participation (Appendix 4 Table 1). Across gender, both male and female respondents indicated that ADB made the most progress to expand and improve water services (Appendix 5 Chart 1).

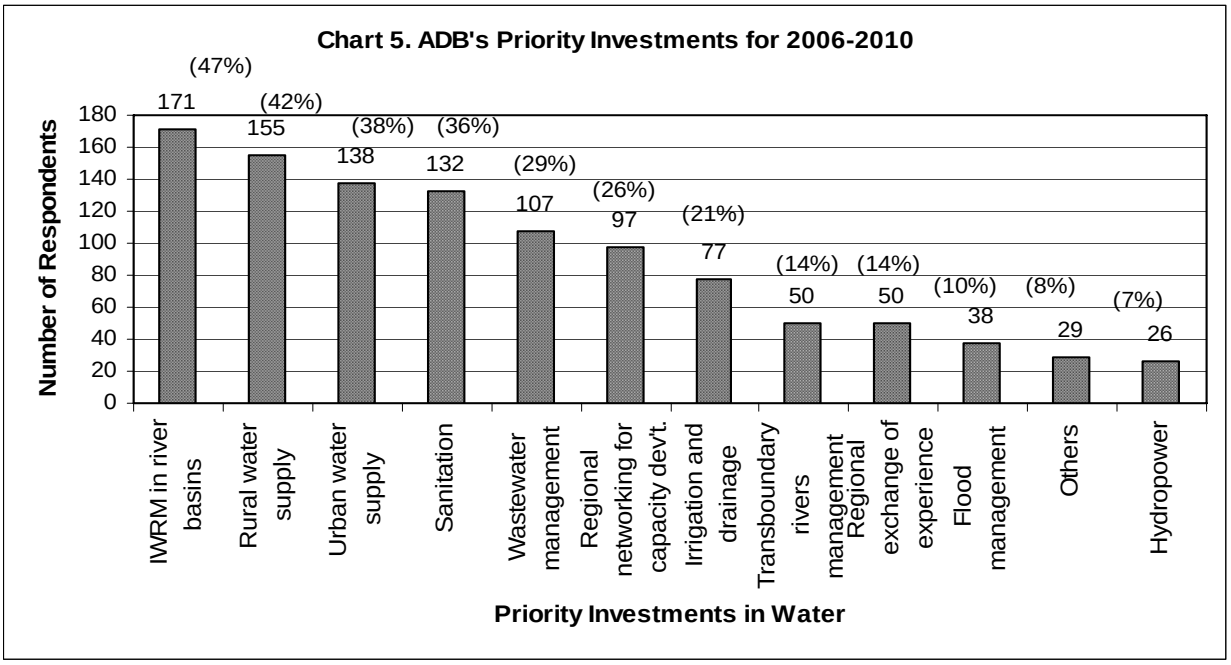
Considering responses across sub-sector affiliation, most respondents working in urban and rural water supply and sanitation, bulk water supply and wastewater control and treatment sub-sectors indicated that ADB made significant progress to expand and improve water services, while respondents working in irrigation, flood and watershed management and urban and rural drainage highlighted ADB's progress in advancing IWRM (Appendix 6 Table 1).

B. PRIORITIES: Investments and Approaches

Most of the survey questions sought feedback on ADB's investments and approaches to improve conditions in the water sector. Specifically, questions focused on the nature of ADB's investments in the water sector as well as on key changes necessary to improve conditions and to promote community ownership and sustainability in poor and rural areas.

Investments

- Overall, respondents indicated that in the short term ADB should invest in the IWRM, rural and urban water supply sector, and sanitation (Chart 5).

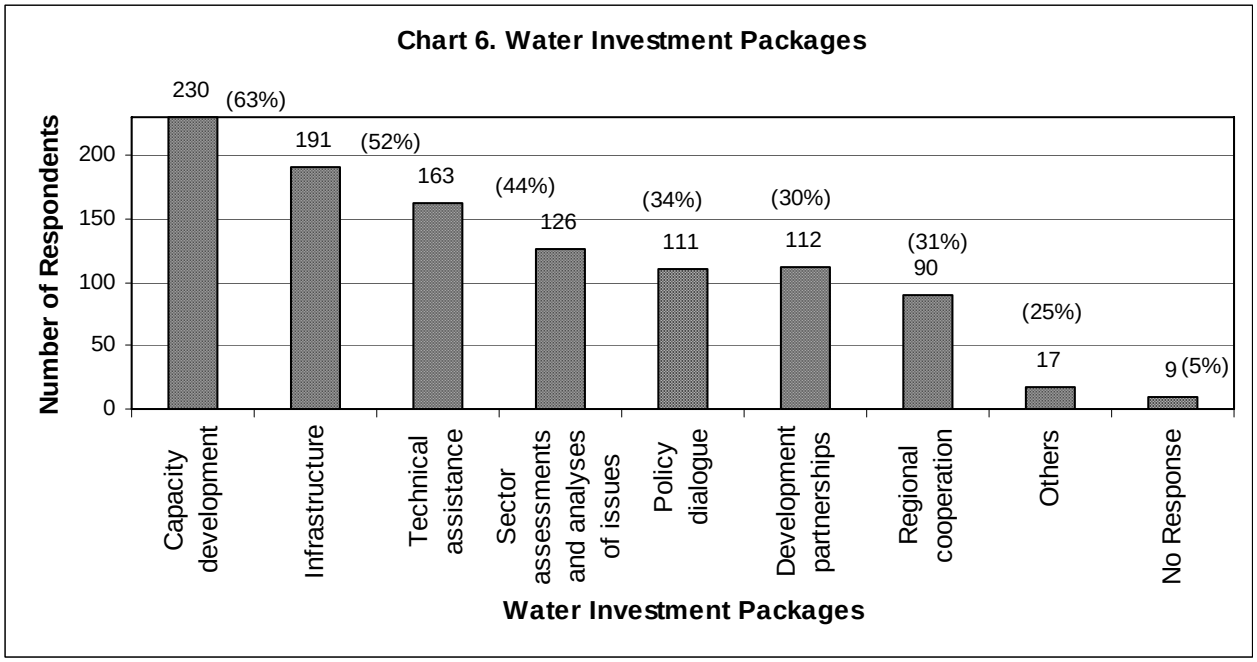


By stakeholder group, most respondents from the government, civil society, and academe indicated that ADB should focus water sector investments in IWRM, while respondents from the private sector zeroed in on investment needs in wastewater management (Appendix 3 Table 2). By country, most respondents from India, Fiji and the Philippines indicated that ADB should concentrate its water investments over the next 5 years in *urban* water supply while most respondents from Cambodia and Kazakhstan indicated that ADB should focus investments in *rural* water supply. India also indicated that ADB should focus investments in sanitation while most respondents from Indonesia indicated that ADB should provide more water investments in IWRM (Appendix 4 Table 2). By gender, most female and male respondents indicated that ADB should focus on investments in IWRM (Appendix 5 Chart 2).

Considering the distribution of responses across sub-sector, not surprisingly there was an evident bias towards respondents' own area of work. For example, respondents working in the water resources management, irrigation and drainage, and flood management sub-sectors

indicated that ADB should focus water investments on IWRM in river basins. Likewise, respondents working in the urban and rural water supply and sanitation sub-sector indicated that ADB should invest in urban and rural water supply respectively (Appendix 6 Table 2).

- Overall, respondents indicated that ADB should include capacity development, infrastructure, technical assistance, and sector assessments in its water investment packages (Chart 6).

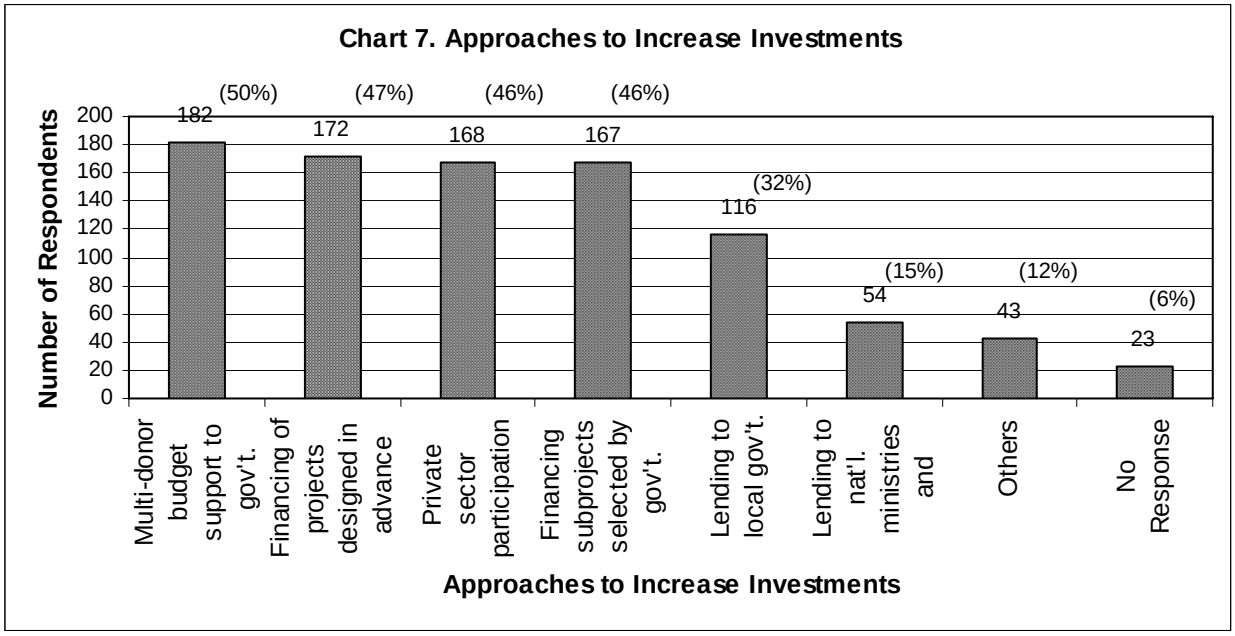


By stakeholder group, most respondents from government, civil society, international organizations and consultancy group indicated that ADB should include capacity development in its water investment packages while most respondents from the private sector indicated that ADB should include infrastructure and technical assistance in its water investments (Appendix 3 Table 3). By country, most respondents from Indonesia, India, Cambodia, Fiji, and the Philippines indicated that ADB should include capacity development in its water investment packages, while most respondents from Kazakhstan indicated that technical assistance should be included in ADB's water investments (Appendix 4 Table 3).

Across gender, most female and male respondents highlighted the need to include capacity development in ADB's water investment packages (Appendix 5 Chart 3). Considering responses across sub-sector, except in bulk water supply sub-sector where respondents indicated that ADB's investment packages should include provisions for new infrastructure and rehabilitation, most respondents working in all the other sub-sectors emphasized the need for capacity development in ADB's water investment packages (Appendix 6 Table 3).

Approaches to Improve Responsiveness and Increase Investments

- Overall, respondents indicated that ADB could become more responsive to client needs and increase its water investments through multi-donor budget support to government, financing projects designed in advance, private sector participation and financing subprojects selected by government (Chart 7).



By stakeholder group, most government respondents indicated that ADB could increase its water investments through financing subprojects selected by government while most respondents from civil society and international organizations suggested that ADB could provide multi-donor budget support to increase its water investments. Most respondents from the private sector and from academe indicated that private sector participation could make ADB more responsive to client needs (Appendix 3 Table 4).

By country, most respondents from India and Kazakhstan indicated that ADB should focus on financing projects designed in advance while respondents from Indonesia, Cambodia and Fiji recommended that multi-donor budget support to government was the preferred approach (Appendix 4 Table 4).

Across gender, most female and male respondents suggested that multi-donor budget support to government could make ADB more responsive to client needs and increase its water investments (Appendix 5 Chart 4).

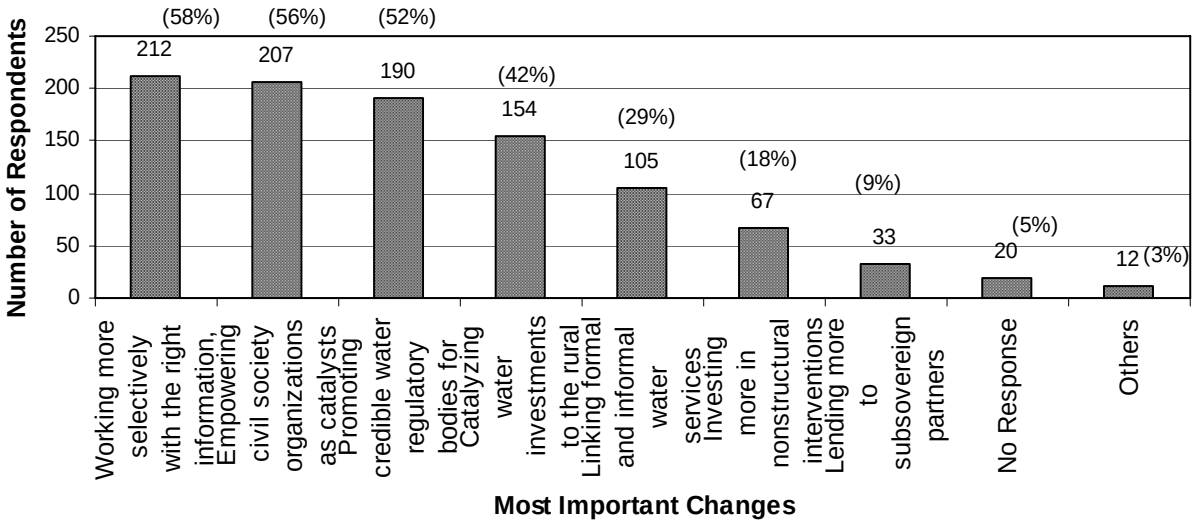
Considering the distribution of responses by subsector, most respondents working in water resources management and rural water supply and sanitation suggested that financing projects designed in advance could make ADB more responsive while respondents working in rural water supply and sanitation indicated that multi-donor budget support to government was the preferred option (Appendix 6 Table 4). Most respondents working in irrigation and drainage appeared to agree with respondents working in bulk water supply, hydropower, environment improvement and wastewater control and treatment preferring financing projects designed in advance above all other options. Meanwhile, most respondents working in flood management

and urban drainage suggested that multi-budget support to government and financing subprojects selected by government was the best approach.

Approaches to Key Changes Proposed during ADB's Water Week 2004 to Improve Conditions in the Water Sector

- Overall, most respondents indicated that the most important changes (suggested by participants of ADB's Water Week 2004) are working more selectively with the right information, organizations, and leaders, and empowering civil society organizations as catalysts for water sector reforms (Chart 8). Other key areas highlighted include promoting credible water regulatory bodies for water services, and catalyzing water investments to the rural poor.

Chart 8. Most Important Changes to Improve the Water Sector



Most government and private sector respondents indicated that ADB should be working more selectively with the right information, organizations, and leaders, while most respondents from civil society groups and academe not surprisingly suggested that ADB focus on empowering civil society organizations as catalysts for water sector reforms (Appendix 3 Table 5). Government and academe also indicated that ADB should promote credible water regulatory bodies for water services.

Considering responses by country, most respondents from Cambodia, India and Fiji highlighted working more selectively with the right information, organizations, and leaders, while most respondents from Kazakhstan and the Philippines indicated that ADB should promote credible water regulatory bodies for water services. Most respondents from Indonesia suggested that ADB help to empower civil society organizations as catalysts for water sector reforms (Appendix 4 Table 5).

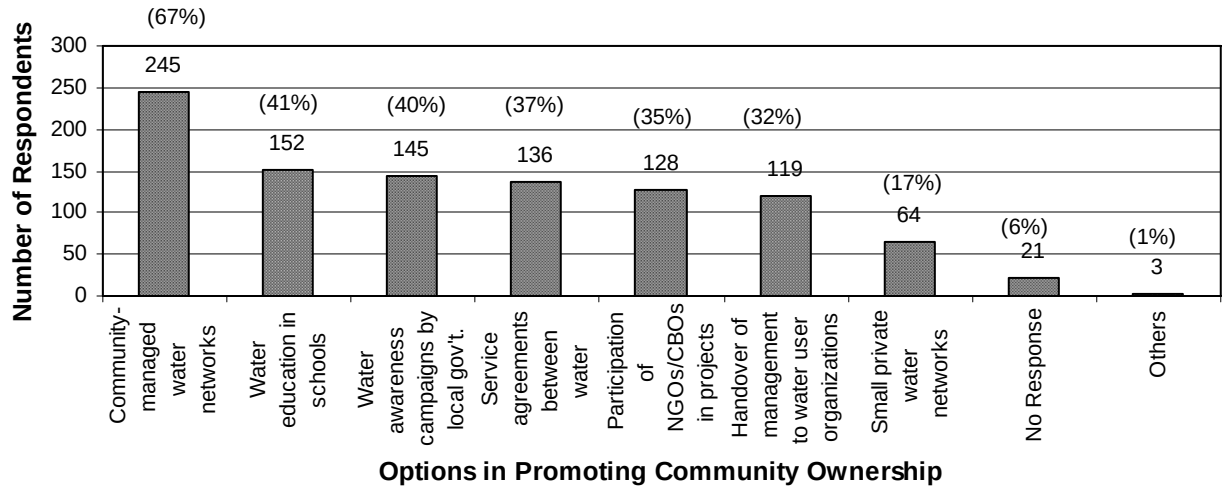
By gender, most female respondents indicated that ADB should focus on empowering civil society while most male respondents highlighted the recommendation that ADB work to more selectively with the right information, organizations, and leaders (Appendix 5 Chart 5).

Considering differences across sub-sector, most respondents working in the urban water supply and sanitation sector indicated that ADB should work more selectively with the right information, organizations, and leaders, while most respondents working in rural water supply and sanitation identified the need to focus on empowering civil society organizations to help catalyze water sector reforms (Appendix 6 Table 5).

Approaches to Facilitating Community Ownership and Sustainability in Poor Rural Areas

- Overall, most respondents agreed that community-managed water networks was the most viable option for promoting community ownership of water infrastructure and services in poor rural areas (Chart 9). Other options highlighted include: water education in schools, water awareness campaigns by local government and service providers, and management by local water user organizations e.g. WUAs, WMOs.

Chart 9. Most Effective Options in Promoting Community Ownership



Across the board, both male and female respondents, respondents from the government, civil society, as well as international organizations and academe, and most respondents across key sub-sectors indicated that community-managed water networks would be most effective in promoting community ownership of water infrastructure and services in poor rural areas (Appendix 3 Table 6) (Appendix 5 Chart 6) (Appendix 6 Table 6). There was also consensus across most countries (India, Indonesia, Fiji, Cambodia, and the Philippines) that community-managed water networks would be the most effective option (Appendix 4 Table 6).

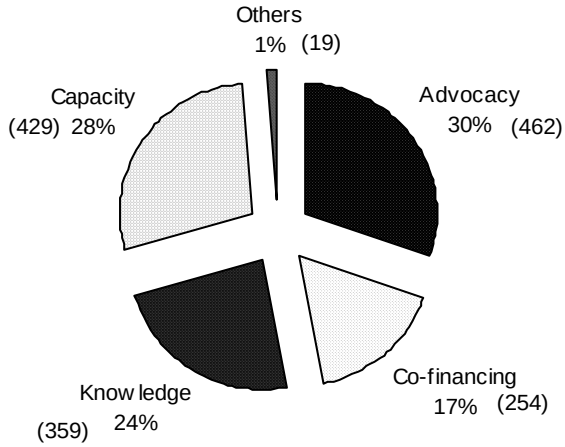
In Kazakhstan however, most respondents agreed that management by water user organizations would be the most effective option to promote community ownership. Respondents from the government also highlighted the need for water education in schools and water awareness campaigns by local government and service providers.

C. PARTNERSHIPS:

The survey question on partnerships highlighted four key areas relevant to ADB's work and partnerships: advocacy, co-financing, knowledge, and capacity building. As shown in Chart 10, partner organizations to build advocacy efforts received the highest number of responses (30%)

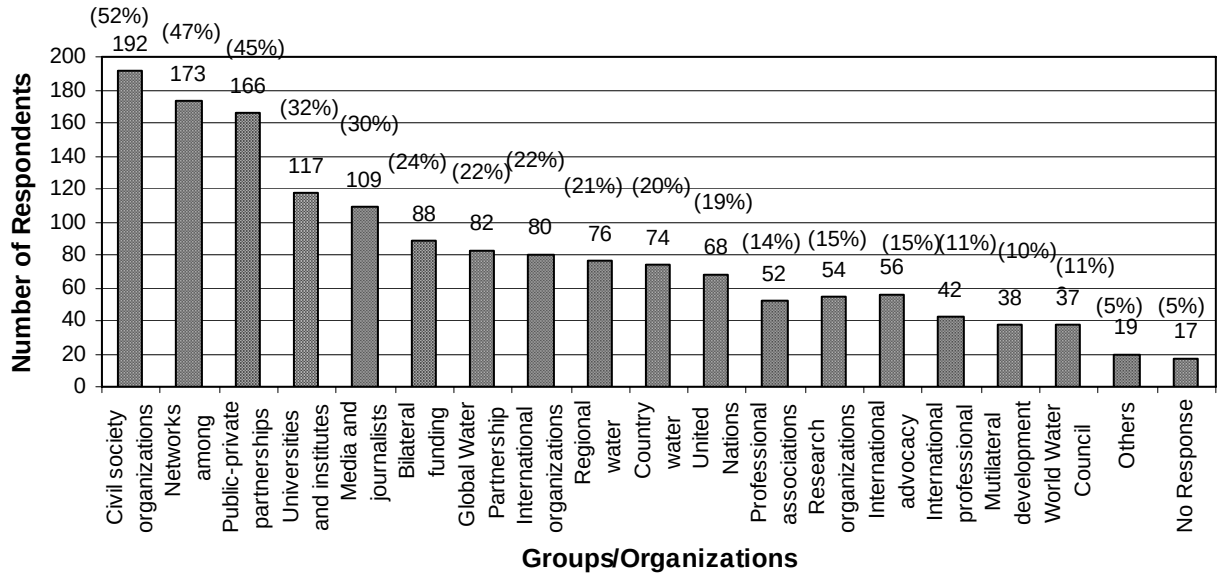
followed by partner organizations to build capacity and academic institutions to build and share knowledge with 28% and 24% responses, respectively.

Chart 10. Key Areas Relevant to ADB's Work and Partnerships



- Overall, most respondents indicated that in the short term, ADB should focus on partnerships with civil society organizations to improve advocacy efforts, with networks among national water apex bodies, river basin organizations, water utilities, and regulatory bodies to build capacity, and with public-private partnerships to develop or enhance co-financing schemes (Chart 11). Respondents also suggested that ADB focus efforts on partnerships with academic institutions to build and share knowledge, and strengthen ties with the media.

Chart 11. Most Effective Partners for ADB



There appears to be consensus across gender, stakeholder group, and sub-sector respondents from the government, civil society, academe, private sector, and international organizations that

ADB should focus on partnerships with 1) civil society organizations to improve advocacy efforts, 2) networks among national water apex bodies, river basin organizations, water utilities, and regulatory bodies to build capacity, and 3) public-private partnerships to develop or enhance co-financing schemes (Appendix 3 Table 7, Appendix 4 Table 7, Appendix 5 Chart 7, Appendix 6 Table 7).

Respondents from the academe and international organizations as well as respondents working in water resources management, urban and rural water supply and sanitation, and environmental improvement also indicated that ADB should partner with academic institutions and international organizations, respectively, to build and share knowledge.

IV. CONCLUSIONS: SUMMARY OF RECOMMENDATIONS FOR ADB

PROGRESS

- ADB made the most progress to expand and improve water services, make reforms in the water sector, improve stakeholder consultation and participation and integrate water resources management (IWRM). ADB should also focus its efforts to accelerate progress in the areas of: water conservation and water use efficiency, regional cooperation and good governance and capacity building.

PRIORITIES: Investments and Approaches

- ADB's water investments should focus on urban water supply, rural water supply, sanitation and IWRM in river basins the next 5 years (through 2010).

- ADB should include sector assessments and analyses of issues, technical assistance, and capacity development in its water investment packages.

- ADB should improve responsiveness and increase investments through multi-donor budget support to government, financing subprojects selected by government, financing projects designed in advance, and private sector participation.

- To improve conditions in the water sector, ADB should consider working more selectively with the right information, organizations, and leaders, and empowering civil society organizations as catalysts for water sector reforms, promoting credible water regulatory bodies for water services, and catalyzing water investments for the rural poor.

- ADB should consider community-managed water networks, water education in schools, water awareness campaigns by local government and service providers, and management by water user organizations to facilitate community ownership and sustainability in poor rural areas.

PARTNERSHIPS

- In order to sustain the progress that ADB has achieved in its water policy to support its clients in the Asia Pacific region and to maximize the benefits of its future water investments in the areas of urban, rural water supply and sanitation and IWRM as suggested by the respondents, ADB should develop strong partnerships with civil society organizations for advocacy, establish private-public partnerships for co-financing

scheme, and build capacity of networks among national water apex bodies, river basin organizations, water utilities, and regulatory bodies.