

Global ADB Questionnaire
ADB Perceptions Survey

Prepared by Princeton Survey Research Associates International
for the Asian Development Bank

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Introduction—[based on letter of invitation to participate in the survey, as well as standard information about the company conducting the survey]

Screening questions

S1 How knowledgeable would you say you are about the Asian Development Bank and its activities? Are you very knowledgeable, somewhat knowledgeable, not too knowledgeable or not knowledgeable at all?

- 1 Very knowledgeable
- 2 Somewhat knowledgeable
- 3 Not too knowledgeable [**Terminate interview**]
- 4 Not knowledgeable at all [**Terminate interview**]
- 8 Don't know (**Do not read**) [**Terminate interview**]
- 9 Refused (**Do not read**) [**Terminate interview**]

S2 And how much professional experience have you had with the Asian Development Bank—a great deal, a moderate amount, a small amount or none at all?

- 1 A great deal
- 2 A moderate amount
- 3 A small amount
- 4 None at all
- 8 Don't know (**Do not read**)
- 9 Refused (**Do not read**)

S3 Have you been involved in an ADB project, program, or research study in the past three years?

- 1 Yes [**Ask client only questions**]
- 2 No [**Do not ask client only questions**]
- 3 Don't know [**Do not ask client only questions**]
- 4 Refused [**Do not ask client only questions**]

Section 1—Regional and Foreign Assistance Context

Ask all

Q1 First thinking about foreign development assistance in general, some people say that not enough money is spent on foreign assistance to developing countries in Asia and the Pacific. Others say that enough money is spent, but that it is not spent wisely. Still others say that enough is being spent and that it is being spent wisely. Which view is closest to yours?

- 1 Not enough money spent
- 2 Enough (or too much) money spent, but it is not spent wisely
- 3 Enough money is spent and what is spent is spent wisely
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

Ask all

Q2 In your opinion, how wisely are foreign development assistance organizations allocating aid resources to [name of country] [developing countries in Asia and the Pacific]—very wisely, somewhat wisely, not too wisely or not wisely at all?

- 1 Very wisely
- 2 Somewhat wisely
- 3 Not too wisely
- 4 Not wisely at all
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

Ask all

Q3 And in your opinion is [name of country] [are developing countries in Asia and the Pacific] using the foreign development assistance it receives [they receive] very wisely, somewhat wisely, not too wisely or not wisely at all?

- 1 Very wisely
- 2 Somewhat wisely
- 3 Not too wisely
- 4 Not wisely at all
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

Ask in developing countries only

Q4 In your opinion, to what extent does/do (Insert) threaten [name of country]'s economic and social development—to a great extent, a moderate extent, a small extent or not at all?

- a. income inequality
- b. poor infrastructure
- c. environmental degradation
- d. corruption
- e. limited educational opportunities and inadequate health services
- f. low rate of investment
- g. lack of an active private sector
- h. poor governance, by governance we mean such things as rule of law, free and fair elections, civil society and transparent procedures and administrative policies
- i. lack of natural resources

- 1 Great extent
- 2 Moderate extent
- 3 Small extent
- 4 Not at all
- 8 Don't know (**Do not read**)
- 9 Refused (**Do not read**)

Ask all

Q5 Now I'm going to read you some statements. For each please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree.

Ask a and b in developing countries only

- a. The government of [name of country] supports and takes responsibility for development efforts in [name of country].
- b. The economy of [name of country] is more likely to expand and grow if we integrate the economy with other countries in Asia and the Pacific.

Ask c through e in all countries

- c. The ultimate responsibility for achieving the Millennium Development Goals (which set global targets for poverty reduction, maternal and child health, education, gender and access to water) in Asia and the Pacific rests primarily with the developing countries and not with the foreign assistance organizations.
- d. Because of corruption, foreign development assistance to [name of country] [developing countries in Asia and the Pacific] is mostly wasted.
- e. [Name of country] [Developing countries in Asia and the Pacific] would be better off if foreign assistance agencies also encouraged the private sector provision of social services, such as health care and education and infrastructure.

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

Section 2—General Impressions of ADB

Ask all

Q6 Here is a list of entities. For each, please tell me what kind of impact it is having on the way things are going in [name of country] [in developing countries in Asia and the Pacific]. Is (Insert) having a very good, somewhat good, somewhat bad or very bad impact on the way things are going in [name of country] [developing countries in Asia and the Pacific]?

- a. the government of [name of country]
- b. the United Nations Development Programme (UNDP)
- c. the World Bank
- d. the Asian Development Bank (ADB)
- e. the International Monetary Fund (IMF)

- 1 Very good
- 2 Somewhat good
- 3 Somewhat bad
- 4 Very bad
- 7 No influence (**Volunteered**)
- 8 Don't know (**Do not read**)
- 9 Refused (**Do not read**)

Ask all

Q7 In one short phrase, what is the greatest strength of the Asian Development Bank? **[Open-end] [Record one response only]**

Record answer

- 98 Don't know
- 99 Refused

Ask all

Q8 And in one short phrase, what is the greatest weakness of the Asian Development Bank? **[Open-end] [Record one response only]**

Record response

- 98 Don't know
- 99 Refused

Ask all

Q9 To the best of your knowledge, how much of a priority does ADB place on (Insert) in [name of country] [in developing countries in Asia and the Pacific]? Is it a high, moderate, low or no priority at all?

- a. reducing poverty
- b. promoting gender equality and opportunities for girls and women
- c. supporting regional cooperation and economic integration
- d. supporting the development of local capital markets
- e. mobilizing resources to enhance the growth of the private sector
- f. promoting environmental sustainability—that is ensuring that development occurs in a way that minimizes harm to the environment
- g. establishing effective disaster management systems
- h. improving governance, by governance we mean such things as rule of law, civil society and transparent procedures and administrative policies
- i. improving the infrastructure, that is water, sanitation, transport, and electricity
- j. improving social services such as health care and education

- 1 High priority
- 2 Moderate priority
- 3 Low priority
- 4 No priority at all
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

Ask all

Q10 In your opinion, to what extent does ADB (Insert) in [name of country] [developing countries in Asia and the Pacific]— to a great extent, a moderate extent, a small extent or not at all?

- a. operate transparently and openly
- b. ensure its staff do not operate in a corrupt manner
- c. take into account the changing development goals and needs of [name of country] [developing countries in Asia and the Pacific]
- d. respond quickly to crises and disasters
- e. make it easy to file an official complaint when people have been adversely affected by ADB projects
- f. assist people who are adversely affected by ADB projects to find solutions to their problems

- 1 Great extent
- 2 Moderate extent
- 3 Small extent
- 4 Not at all
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

Section 3—ADB Priorities and Effectiveness

Ask all

Q11 In your opinion, how much priority *should* ADB place on (Insert) in [name of country] [developing countries in Asia and the Pacific]? Should it be a high priority, moderate, low or no priority at all for ADB?

- a. reducing poverty
- b. promoting gender equality and opportunities for girls and women
- c. promoting regional cooperation and economic integration
- d. supporting the development of local capital markets
- e. mobilizing resources to enhance the growth of the private sector
- f. promoting environmental sustainability
- g. establishing effective disaster management systems
- h. improving governance
- i. improving the infrastructure
- j. improving social services such as health care and education

- 1 High priority
- 2 Moderate priority
- 3 Low priority
- 4 No priority at all
- 8 Don't know (**Do not read**)
- 9 Refused (**Do not read**)

Ask all

Q12 Poverty reduction is a broad term that encompasses work in many different areas. Which one of the following areas of development do you believe would contribute most to reducing poverty in [name of country] [developing countries in Asia and the Pacific] (**READ RESPONSES**)?

- 1 Promoting gender equality and opportunities for girls and women
- 2 Promoting regional cooperation and economic integration
- 3 Supporting the development of local capital markets
- 4 Mobilizing resources to enhance the growth of the private sector
- 5 Promoting environmental sustainability
- 6 Establishing effective disaster management systems
- 7 Improving governance
- 8 Improving the infrastructure
- 9 Improving social services such as health care and education
- 97 Other (**Volunteered**)
- 98 Don't know (**Do not read**)
- 99 Refused (**Do not read**)

Ask in developing countries only

Q13 In the past three years, how helpful has ADB been in assisting [name of country] to meet its development goals and objectives—very helpful, somewhat helpful, not too helpful or not helpful at all?

- 1 Very helpful
- 2 Somewhat helpful
- 3 Not too helpful
- 4 Not helpful at all
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

8

CLIENTS IN DEVELOPING COUNTRIES ONLY

If very or somewhat helpful (S3=1 AND Q13=1,2)

Q14 In what ways was ADB helpful? Was/Were (Insert) very helpful, somewhat helpful, not too helpful or not helpful at all in assisting [name of country] to meet its development goals and objectives or isn't this applicable?

- a. its technical skills and abilities
- b. its knowledgeable staff
- c. its easy to follow and understand procedures and processes
- d. its efficiency and timely handling of projects
- e. its understanding staff who were empathetic about our country's situation
- f. its loan and resource capacity
- g. its ability to bring different partners together
- h. its ability to work effectively with other development partners
- i. its effective consultations with different stakeholders
- j. the range and quality of services offered by ADB's field offices

- 1 Very helpful
- 2 Somewhat helpful
- 3 Not too helpful
- 4 Not helpful at all
- 5 Not applicable
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

CLIENTS IN DEVELOPING COUNTRIES ONLY

If not too or not at all helpful (S3=1 AND Q13=3,4)

Q15 In what ways was ADB not helpful—was/were (Insert) a very important reason, somewhat important reason, not too important reason, or not a reason at all that ADB was not helpful in assisting [name of country] with its development goals and objectives.

- a. its insufficient technical skills and abilities
- b. its insufficient knowledge on the part of staff
- c. its confusing and hard to follow procedures and processes
- d. its inefficiency and slow handling of projects
- e. its staff's insufficient understanding of our country's situation
- f. its lack of loan and resource capacity
- g. its inability to act as a neutral broker and bring different partners together
- h. its inability to work effectively with other development partners
- i. its inability to take into account different stakeholder views
- j. the inadequate range and quality of ADB's field offices

- 1 Very important reason
- 2 Somewhat important reason
- 3 Not too important reason
- 4 Not a reason at all
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

Ask all

Q16 Poverty can be reduced directly through programs designed to aid low-income populations and indirectly through programs that aim to increase economic growth and develop the private sector. In your opinion, how good a job does the ADB do helping [name of country] [developing countries in Asia and the Pacific] reduce poverty—excellent, good, average, poor, or very poor?

- 1 Excellent
- 2 Good
- 3 Average
- 4 Poor
- 5 Very poor
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

CLIENT ONLY

If does excellent or good job (S3=1 AND Q16=1,2)

Q17 To what extent do the following help explain why you think ADB is doing a good job helping to reduce poverty in [name of country] [developing countries in Asia and the Pacific]? Is (Insert) a very important reason, somewhat important reason, not too important reason, or not a reason at all for why ADB has done a good job?

- a. that ADB makes this a top priority
- b. that ADB allocates enough financial resources to poverty reduction
- c. that ADB has the knowledge and expertise to do this
- d. that ADB has the vision and foresight to do this

- 1 Very important reason
- 2 Somewhat important reason
- 3 Not too important reason
- 4 Not a reason at all
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

10

CLIENT ONLY

If does average, poor, or very poor job (S3=1 AND Q16=3,4,5)

Q18 To what extent do the following help explain why you think ADB is not doing an excellent or good job helping to reduce poverty in [name of country] [developing countries in Asia and the Pacific]? Is (Insert) a very important reason, somewhat important reason, not too important reason, or not a reason at all for why ADB hasn't done a good job?

- a. that ADB does not make this a top priority
- b. that ADB does not allocate enough financial resources to poverty reduction
- c. that ADB does not have the knowledge and expertise to do this
- d. that ADB does not have the vision or foresight to do this
- e. this is a problem that is too big and complicated for any organization including ADB to do a good job addressing

- 1 Very important reason
- 2 Somewhat important reason
- 3 Not too important reason
- 4 Not a reason at all
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

Ask all

Q19 And in your opinion, how good a job does the ADB do helping [name of country] [developing countries in Asia and the Pacific] (Insert)—excellent, good, average, poor, or very poor?

- a. promote gender equality and opportunities for girls and women
- b. promote regional cooperation and economic integration
- c. support the development of local capital markets
- d. mobilize resources to enhance the growth of the private sector
- e. promote environmental sustainability
- f. establish effective disaster management systems
- g. improve governance
- h. improve the infrastructure
- i. improve social services such as health care and education

- 1 Excellent
- 2 Good
- 3 Average
- 4 Poor
- 5 Very poor
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

CLIENT ONLY (S3=1)

Q20 When ADB makes a loan for a project it typically requires that an environmental assessment and a social impact assessment be done. Some people think this is too burdensome for the borrower and often unnecessarily delays the start of a project and can make it very costly. Other people think that these additional assessments result in a more carefully designed and executed project and ensure that in the long run the project will benefit society as a whole. Which view is closer to yours?

- 1 Too burdensome for the borrower
- 2 Ensure benefits for society
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

CLIENT ONLY (S3=1)

Q21 As you may know, some of ADB's projects are in partnerships with the private sector rather than the government. Do you think ADB should greatly increase, somewhat increase, somewhat decrease, or greatly decrease the number of partnerships it has with the private sector or do you think ADB currently has the right number of partnerships with the private sector?

- 1 Greatly increase
- 2 Somewhat increase
- 3 Somewhat decrease
- 4 Greatly decrease
- 5 Right number of partnerships
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

12

CLIENT ONLY

If greatly increase or somewhat increase (S3=1 AND Q21=1,2)

Q22 Why do you think ADB should increase the number of partnerships with the private sector? Is that (Insert) an important reason, to increase the number of partnerships with the private sector or not?

- a. the more investment and development there is the better it is for [name of country] [developing countries in Asia and the Pacific]
- b. the private sector would benefit from ADB's technical expertise and knowledge
- c. ADB will help the private sector develop best practices in the area of management and finance
- d. it would free up the public sector to address other areas

- 1 Important reason
- 2 Not important reason
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

CLIENT ONLY

If greatly decrease or somewhat decrease (S3=1 AND Q21=3,4)

Q23 Why do you think ADB should decrease the number of partnerships with the private sector? Is that (Insert) an important reason it would be bad to increase the number of partnerships with the private sector?

- a. there would be more ADB resources available to the public sector
- b. the private sector is an inappropriate sector for ADB to be involved in
- c. ADB does not have the capacity to do a good job working in both the public and private sector

- 1 Important reason
- 2 Not important reason
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

Ask all

Q24 There are many ways ADB can use its financial resources to support development efforts. Do you think (Insert) are a very good, somewhat good, somewhat bad, or a very bad way for ADB to support development efforts.

- a. loans to governments
- b. grants to governments
- c. loans to local governments without central government/sovereign guarantee
- d. grants to local governments
- e. loans and equity investments for private firms
- f. credit and political risk guarantees for private firms
- g. credit lines to financial institutions

- 1 Very good
- 2 Somewhat good
- 3 Somewhat bad
- 4 Very bad
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

Ask all

Q25 And which is the best way for ADB to use its financial resources in the future—loans to governments, grants to governments, guarantees for private firms, equity investments for private firms, or credit lines to financial institutions?

- 1 Loans to governments
- 2 Grants to governments
- 3 Guarantees for private firms
- 4 Equity investments for private firms
- 5 Credit lines to financial institutions
- 97 Other (**Specify_____**) (**Volunteered**)
- 98 Don't know (**Do not read**)
- 99 Refused (**Do not read**)

Ask all

Q26 For each of the following statements, please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree.

- a. The ADB is an excellent source of research, analysis, and knowledge, including data and statistics, about a range of important development issues.
- b. ADB plays a useful role in enhancing private sector development in [name of country] [developing countries in Asia and the Pacific].
- c. ADB is moving towards a more collaborative and responsive partnership with [the government of name of country] [governments of developing countries in Asia and the Pacific].
- d. ADB takes adequate account in the design and implementation of its projects and programs of any adverse consequences on the environment, indigenous peoples or people affected by its projects.

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree
- 8 Don't know (**Do not read**)
- 9 Refused (**Do not read**)

Section 4—ADB Communications and Outreach

Ask all

- Q27** Now thinking about the way the ADB communicates. Overall how well does ADB communicate to people like you about its mission, programs and activities—very well, somewhat well, not too well or not well at all?

- 1 Very well
- 2 Somewhat well
- 3 Not too well
- 4 Not well at all
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

Ask all

- Q28** In general, how often do you (Insert)—daily, weekly, a few times a month, once a month or less, or never?

- a. read news about the ADB in newspapers or magazines
- b. see or hear news about the ADB in television or radio
- c. receive letters, memos, or official correspondence from the ADB
- d. have face-to-face meetings with ADB staff or officials
- e. use the ADB website

- 1 Daily
- 2 Weekly
- 3 A few times a month
- 4 Once a month or less
- 5 Never
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

If uses website (Q28e=1,2,3,4)

- Q29** Would you say the ADB website is very easy, somewhat easy, somewhat difficult, or very difficult to use?

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult
- 8 Don't know **(Do not read)**
- 9 Refused **(Do not read)**

If says website very or somewhat difficult to use (Q29=3,4)

Q30 What makes the website difficult to use? Is that (Insert) a very important reason, somewhat important reason, not too important reason, or not a reason at all that the website is difficult to use?

- a. the website is not well organized
- b. the content is hard to find
- c. the content is not easy to understand
- d. the content is slow to download

- 1 Very important reason
- 2 Somewhat important reason
- 3 Not too important reason
- 4 Not a reason at all
- 8 Don't know (**Do not read**)
- 9 Refused (**Do not read**)

If uses website (Q28e=1,2,3,4)

Q31 Would you say that the ADB website provides the information you need or want—always, most of the time, only sometimes, or rarely?

- 1 Always
- 2 Most of the time
- 3 Only sometimes
- 4 Rarely
- 8 Don't know (**Do not read**)
- 9 Refused (**Do not read**)

If uses website (Q28e=1,2,3,4)

Q32 In your opinion, how could ADB's website be improved? [**Open end—Record one response only**]

Record response

- 98 Don't know (**Do not read**)
- 99 Refused (**Do not read**)

Ask all

Q33 Over the past three years have you personally used any publications from the ADB?

- 1 Yes
- 2 No
- 8 Don't know (**Do not read**)
- 9 Refused (**Do not read**)

If used publications (Q33=1)

Q34 Overall, how much influence have the ADB's publications had on your thinking about international development issues—a great deal, a moderate amount, a small amount or no influence at all?

- 1 A great deal
- 2 A moderate amount
- 3 A small amount
- 4 No influence at all
- 8 Don't know (**Do not read**)
- 9 Refused (**Do not read**)

If used publications (Q33=1)

Q35 To what extent, if at all, do you think the ADB's publications are (Insert)—to a great extent, moderate extent, small extent, or not at all?

- a. interesting or informative to read
- b. up-to-date and current in the topics and information covered
- c. easy to understand

Do not ask in Australia, UK, or the US

- d. not translated into your native language often enough

- 1 Great extent
- 2 Moderate extent
- 3 Small extent
- 4 Not at all
- 8 Don't know (**Do not read**)
- 9 Refused (**Do not read**)

Section 5—Demographics

Do not ask, record answer

D1 Gender

- 1 Male
- 2 Female

18

Ask all

D2 Age

Range 1-96

- 97 97 or older
- 98 Don't know
- 99 Refused

Ask all

D3 How many years have you been working on international development issues?

- 1 Less than 5 years
- 2 5 to 10 years
- 3 More than 10 years
- 4 Not applicable
- 8 Don't know
- 9 Refused

Do not ask, record answer**D4** Type of respondent

- 1 Government 1 (Prime Minister's/President's office, Ministries of Finance, Economy, Development, Planning, Parliament)
- 2 Government 2 (Technical ministries)
- 3 Donor partners (Developing countries only)
- 4 Civil Society Organization
- 5 Private sector
- 6 Media
- 7 Academia

Do not ask, record answer**D5** Respondent Location**Do not ask, record answer****D6** Language of interview**Do not ask, record answer****D7** Date of interview

DD/MM/YYYY

Do not ask, record answer**D8** Length of interview in minutes**Do not ask, record answer****D9** Mode of interview

- 1 Telephone interview
- 2 Face-to-face interview
- 3 Online self-administered
- 4 Paper self-administered

Developing countries only**Do not ask, record answer****D10** Is the respondent a national of your country?

- 1 Yes
- 2 No
- 3 Not sure