



Final Report

Endline Evaluation to Assess Satisfaction of Stakeholder about Reforms in Public Procurement

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Bangladesh Center for Communication Programs (BCCP)

House # 8, Road # 3, Block-A, Section-11, Mirpur, Dhaka-1216, Bangladesh.

Tel. +8802 9012685, 9020337, 9020329, Fax: +8802 9002342

Email: info@bangladesh-ccp.org, Website: www.bangladesh-ccp.org

FOREWORD

The Government of the People's Republic of Bangladesh has undertaken a robust initiative to reform the public procurement system through introducing Public Procurement Reform Project (PPRP) during 2002-2007. The Public Procurement Reform Project II (PPRP-II) has been in place since 2007 with the mandate of improving performance of the public procurement system progressively in Bangladesh, focusing largely on the key sectoral ministries and targeting their implementing agencies. The Central Procurement Technical Unit (CPTU) of the Implementation Monitoring and Evaluation Division (IMED), Ministry of Planning, has made a substantial level of progress since the inception of the project which includes Public Procurement Rules (PPR-2008) and associated documents, a core group of about 40 certified national trainers in procurement, fully functional website of CPTU, e-GP portal, etc. PPRP II has been extended till June 2017 to take forward the achievements of previous efforts and sustain the momentum that has already been created. The Behaviour Change Communication and Social Accountability continued its endeavour till December 2016. As a part of the program, the Central Procurement Technical Unit (CPTU) has also commissioned a country 'Communication, Behavior Change and Social Accountability' program to raise awareness and understanding about the importance of a well functioning public procurement system; and engage key stakeholders, including relevant government entities, civil society partners, private sectors, media and local community in the monitoring of the procurement process and its outcomes.

Bangladesh Centre for Communication Programs (BCCP) was engaged under PPRP-II AF to plan and implement 'Communication, Behaviour Change and Social Accountability' program. They developed a Communication Strategy through stakeholder's consultations. The BCCP and CPTU has successfully implemented program aiming to bring down the reform information/activities, understand their perception on the reform agenda, and finally with the hope to change their mindset and behaviour. The stakeholders were the Tenderers, Procuring Entities (PE), Civil Society Members (CSM), Professionals from Banks and Financial Institutes (FI), and Media/Press Professionals (Media). This Endline Evaluation was carried out by a third party research agency under the supervision of BCCP and guidance from CPTU. The survey focused mostly to assess level of satisfaction of stakeholders about Reform in Public Procurement including knowledge, perception and practices of Public Procurement and also perception as well as adoption of e-GP and measure the impact of SCP.

I believe findings of this survey will help us getting ideas about the norms, ideas and/or standard of procurement related practice of all stakeholders, their thinking, level of understanding on existing act and rules, disseminated information through campaign program, and effectiveness of PPRP-II AF interventions, etc.

I would like to extend my sincere thanks to BCCP and the researcher for conducting such an independent assessment and presenting the findings through this report. I would like especially to thank all Procurement Management Coordinator (PMC) and Technical Working Group members and Project Implementation Support Consultants, my colleagues of CPTU/IMED, Ministry of Planning and other government entities for making the Communication and Awareness campaign a success and extending their help in conducting this study. I also thank World Bank for their technical and financial support.

Md. Faruque Hossain
Director General
Central Procurement Technical Unit (CPTU) &
Project Director, PPRP-II
IMED, Ministry of Planning

ACKNOWLEDGEMENT

This Endline evaluation was carried out to assess the level of satisfaction of stakeholders about reform in public procurement in Bangladesh, including their knowledge, perception and practices. Along with these, the study intends to measure the perception and adoption of e-GP as well as the impact of Strategic Communication Program (SCP). The study was conducted by the Nielsen Company (Bangladesh) Limited.

We would like to put on record our deepest gratitude for the generous support and sincere contribution made by all who were involved in planning, designing and implementation of the study. We express our profound gratitude to the colleagues of BCCP for their support and technical assistance. Our heartfelt thank goes to Mr. Md. Faruque Hossain, Director General of CPTU for his overall guidance to this collaborative effort. We are also indebted to the officials of CPTU and all consultants under PPRP II AF, representatives from Local Government Engineering Department (LGED), Roads and Highways Department (RHD), Rural Electrification Board (REB) and Bangladesh Water Development Board (BWDB) for providing their contributions to the Survey. We are especially thankful to the Representative of the World Bank for their valuable inputs and support towards finalizing the report.

We would like to extend our thanks to the staff members of the Nielsen Company (Bangladesh) Limited for conducting the evaluation and assuring quality of information.

Finally, we would like to express our gratitude to each and every participant without whom our effort would not have been realized.

Mohammad Shahjahan
Director & CEO
BCCP

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Abbreviations

CPTU	Central Procurement Technical Unit
CPAR	Country Procurement Assessment Report
CSM	Civil Society Members
CSO	Civil Society Organizations
e-GP	e-Government Procurement
FI	Financial Institutions
IMED	Implementation, Monitoring and Evaluation Division
PE	Procuring Entities
PPRP	Public Procurement Reform Project
SACC	Social Awareness Campaign and Communication
SCP	Strategic Communication Program

Executive Summary

The Endline survey aimed to assess the level of satisfaction of stakeholders about the present process of public procurement in Bangladesh over the time of project implementation, including their knowledge, perception and practices. Along with these, the study intended to measure the perception and adoption of e-GP as well as the impact of Strategic Communication Program (SCP).

The study was carried out in 21 randomly selected districts in all seven administrative divisions of the country. A total of 732 face to face interviews were conducted using Time Location Sampling technique with Tenderers, Procuring Entities (PE), Civil Society Members (CSM), Professionals from Financial Institutions (FI) and Media Professional in the selected locations.

Tracking survey was conducted before the current Endline survey with similar objectives. An attempt was made to compare data from Endline survey with that from the tracking survey to assess the changes in knowledge, attitude and satisfaction of the respondents on present process of public procurement over time. Although the objectives and the methodologies were identical, the sample size and sampling locations were different in the two surveys. Thus, the survey findings might not be completely comparable, yet, would be indicative of the changes occurred.

Knowledge and Perception on Current Process of Public Procurement

Close to all of the respondents in the Endline survey were aware of the current process of public procurement as implemented by the Government.

The perception on current process of public procurement was assessed through a number of direct questions related to transparency, effectiveness, efficiency, accountability and barriers of current process of public procurement as well as couple of open questions. Analysis of the structured direct questions indicated that majority to overwhelming proportion of the respondents possessed positive perception on transparency (mean score of 8.2), effectiveness (mean score of 8.0), efficiency (mean score of 7.9) and accountability (mean score of 8.3) of current process of public procurement.

Further, open ended questions regarding these aspects indicated more or less one-third of the respondents were in the opinion that the current process of public procurement was not fully transparent, fully effective, fully efficient or fully accountable. The perceived reasons for such opinion were almost consistent for all the aspects. For instance, the more commonly mentioned reasons for lacking transparency, accountability, efficiency or

effectiveness for current process of public procurement included corruption, power exercise and bureaucracy. The other reported reasons were less publicity or lack of awareness on the process among the tenderers and lack of training, skill and knowledge among the personnel being involved and monitoring and implementation issues.

On the other hand, both the direct and open question regarding barriers of current process of public procurement reflected the same findings that corruption, bureaucracy and power exercise plays a major negative role for proper implementation of the process.

Knowledge and Perception on e-GP

Almost all of the respondents included in the Endline survey had heard about e-GP (99.6%), which was consistent with that in the tracking survey (99.3%). Strong positive perception about e-GP system was also found regarding its cost-effectiveness, transparency, effectiveness, efficiency and accountability. Both direct and open questions regarding these aspects of e-GP found similar issues like corruption, power exercise, bureaucracy, implementation issues and lack of knowledge, skill and training. Barriers of e-GP reflected the same.

Use of e-GP and Satisfaction

Overwhelming proportion of the respondents from Procuring entities and Tenderers in the Endline survey (95%) reported that they had used e-GP. For the tenderers and respondents from procuring entities, the more commonly mentioned reasons for using e-GP included easy process, only tender submission, no other option, less corruption and less processing time. On the other hand, more commonly stated reasons for not using e-GP included comfortable with the hard copy tendering, not having adequate idea and lack of training on e-GP. High level of satisfaction was found in the Endline survey among the respondents regarding the public procurement practices (77%). Further, most of the respondents in the Endline survey were satisfied with e-GP (87%).

Citizen Monitoring/Engagement in Public Procurement

Overall two-thirds of the respondents reported affirmative of knowing about citizen monitoring or engagement in Public Procurement. More than two-thirds of the respondents rated the quality of performance as highly effective (69%) considering the time duration, transparency, accountability, proper use of materials, etc. Further, around two-thirds of the respondents in the Endline survey (63%) were in the opinion that the procurement process is highly effective process in terms of following Public Procurement, participation, evaluation process, timely payment of wages/bills, etc. The respondents were also asked about trust in Public Procurement with regards to community satisfaction, government

satisfaction, and so on and about three-fourths of the respondents opined that the trust aspect was highly effective.

SCP Interventions

Almost all of the respondents in the Endline survey had heard about any social awareness program or Strategic Communication Program (SCP) related to Public Procurement or e-GP. Responding to the query regarding the type of SCP activities, near about three-fourths of the respondents mentioned about e-GP awareness workshop (75%) and more than half of the respondents (54%) could recall about mobile SMS. Further, according to the respondents, social awareness training and meeting of '*Government Contractor Forum*' (GCF) were considered as highly effective (mean score 8.6 for both). Similarly, e-GP awareness workshop (8.5), mobile SMS (mean score 8.4), e-mail messages (mean score 8.4), Radio Spot/Song (mean score 8.3), TV Spot/Song (8.3), Public Procurement related meetings (mean score 8.2), Cartoon Series in any Newspaper (8.1) and Digital Billboard (8.0) were found to be highly effective as per the respondents. However, except for Cartoon Series in any Newspaper, all other activities were rated as highly effective more by respondents from procuring entities, tenderers and financial institutions. Cartoon Series in any Newspaper was considered as highly effective more by the tenderers compared to the other categories.

Recommendations

Based on the above findings, the study recommends the following-

- **Wide dissemination:** Knowledge of current process of public procurement was little less among PE and media personnel. One possible reason of such a drop could be the samples were taken from districts beyond the divisional town. This might indicate that not everyone across the country is equally aware of the public procurement process. Under the Public Procurement Rules (PPR), e-GP has been introduced and all the stakeholders need to know about this also. This necessitates the dissemination of the information, throughout the country, with equal emphasis. Mass Media could be the best option in this regard because of its wider coverage. Continuation of the information dissemination would ensure increase in knowledge among the relevant stakeholders. During last time, TVCs and/or radio spots under SCP was broadcasted vastly and disseminated much information about e-GP. However, it could be included in such SCP that e-GP is a reformation which has been done under PPR. Therefore, informative messages on PPR could be added in such TVCs and/or radio spots, so that all stakeholders can have a clear understanding about PPR as well as e-GP system.
- **Improved internet facility:** In different instances respondents expressed dissatisfaction regarding poor internet facility, connectivity with the server, internet

speed, etc. On the other hand, of the respondents who thought that e-GP is not accessible to all, more than one third mentioned about problems with server, network, or internet. As internet facility is a basic required for implementing e-GP, therefore it needs to be available to all and server needs to work fast.

- **Removing bureaucratic complications:** While more than three fourths of the respondents thought e-GP has lessened the bureaucratic complications, a substantial proportion possessed strong opinion on bureaucratic complication and believed of its existence. A small proportion of the respondents also thought that the e-GP process is somewhat transparent or not transparent at all because of its bureaucratic complications. Therefore, easier and well accepted steps can be added in the system to remove bureaucratic complication which will make the tendering process faster and transparent to all.
- **Training for the potential e-GP users:** The respondents who thought that e-GP is not an efficient process, more than one third of them mentioned about lack of proper training as responsible for that. Further, more than one-tenth of the respondents who thought that e-GP is somewhat accessible or not accessible at all emphasized on the needs of the training to understand e-GP. This clearly indicates that the potential e-GP users need to be well oriented on the process which would allow them to access and use it skillfully. Thus the survey findings strongly recommends for the arrangement of proper training for the e-GP users.
- **Free from political interference and power exercise to make e-GP more accountable:** Majority of the respondents were in strong opinion regarding accountability in tender process. Of the respondents, who thought that the e-GP is somewhat accountable or not accountable at all, made the political interference or power exercise responsible for that. For making the e-GP system accountable, it is urgent to make the process free from political interference and power exercise.
- **Initiate toolkit to make the process more transparent:** Although a large proportion of the respondents strongly agreed that current process of public procurement and e-GP has lessened corruption, however, still some of the respondents questioned about the corruption issue and thought the honest tenderers might not get work. Therefore, the study is recommending to derive a process which would bring transparency to the process and would be able to eliminate corruption, if any.
- **Making citizen monitoring process more visible:** Though citizen monitoring played a significant role in getting acceptance of e-GP, it needs to be more visible and effective to make the overall process of e-GP transparent, efficient and accountable.

CHAPTER 1

Introduction

1.1 Background

Public Procurement Reform in Bangladesh: Overview

The Government of Bangladesh has taken adequate steps to reform the public procurement process over a period of around 9 years. The first 'Public Procurement Reform Project' was implemented with the objective to improve performance in public procurement. The main focus areas for improvement, as identified by the Country Procurement Assessment Report (CPAR) (by the World Bank, 2001), was compliance with agreed norms for efficiency, transparency and accountability. The implementation activities included increase of procurement capacity through training and creation of a pool of national procurement professionals.

In 2002, Government of Bangladesh established the Central Procurement Technical Unit (CPTU) to implement and monitor the procurement reform. The aim of this implementing unit was to strengthen the overall sectoral government and within that to improve the public procurement process. Since then, a number of regulations and acts have been formed as outcome of the reform, such as, Public Procurement Regulations, 2003 and Implementation Procedures for PPR, 2003; Public Procurement Processing and Approval Procedures (PPPA); Revised Delegation of Financial Powers (DOFP) and so on. The Public Procurement Act (PPA 2006) was passed by the Parliament in 2006 and Public Procurement Rules (PPR 2008) in 2008, both being effective from 31 January, 2008. Finally, the Public Procurement Regulations 2003 was replaced by Public Procurement Rules, 2008, framed under Public Procurement Act, 2006. The PPR 2008 included a number of changes to improve the process from the earlier PPR 2003.

1.2 Brief of Public Procurement Reform Project

The Public Procurement Project has been implemented in two phases, namely, PPRP and PPRP II with the aim of improving performance of public procurement progressively in Bangladesh through strengthening overall sectoral governance. The first phase, PPRP ended in 2008 and focused on establishing the CPTU; implementing public procurement reforms and rules/procedures; and improving procurement management capacity. CPTU, established in the first phase of the project and implemented in the second phase of the project, titled as 'Public Procurement Reform Project II (PPRP-II)', which is to be completed in 2017. This phase focused on the policy reforms and institutional capacity development; strengthen procurement management at sector and CPTU; introduce e-GP; and

communication, behavioral change and social accountability¹.

The first phase of the project was found to have high level of awareness about the 'Social Awareness Campaign and Communication' component, yet with a relatively low level of knowledge on e-GP. This finding necessitated the 'Behavior Change Communication and Social Accountability' component to focus on two separate but interrelated goals till December 2016:

1. Further the stakeholders' knowledge, awareness, and understanding of the e-GP and the ongoing reforms aiming to establish a well-functioning public procurement system and
2. Engage key stakeholders, including relevant Government entities, civil society partners, private sector, media, and local communities in a Third Party Monitoring system to promote transparency and accountability in the procurement process and its outcomes.

It was expected that the e-GP would help to establish online platform for effective monitoring and evaluation standardization of the way of carrying out the procurement through the standard online bidding document templates and processes. The procurement process workflow would be based on e-Tendering, e-Contract Management, database of Public Procurement Community (Procuring entities and Contractors/Suppliers/Consultants), e-Payment and Procurement Management Information System.

To achieve these objectives, the Social Awareness Campaign and Communication (SACC) Program for PPRP-II² has devised a Strategic Communication Program (SCP). The strategically planned activities of SCP included –

- Raising awareness to the demystification of the procurement process
- Creating demand for e-procurement (The Electronic Government Procurement (e-GP) was introduced in 2011 to improve transparency and efficiency and rolled out across four key procuring target agencies)
- Engaging various stakeholders to promote transparency and accountability that would live beyond the life of the project

¹ Impact Evaluation Study on Public Procurement Reform Project (PPRP)-(Revised) and Public Procurement Reform Project (PPRP-II)-(Revised-I), Carried out by Evaluation Sector Implementation Monitoring and Evaluation Division (IMED) Ministry of Planning, Government of the People's Republic of Bangladesh Conducted by Eusuf and Associates, June 2014

² Project Details, available at <http://www.bangladesh-ccp.org/home/onSuccOppResCamAnnAllDetails/62>

The Social Awareness Campaign and Communication (SACC) Program for PPRP-II

Social Awareness Campaign and Communication (SACC) program was the integral component of PPRP II project to support the successful implementation of the ongoing public procurement reforms in the country. BCCP has launched this program for PPRP II which included developing a Communication Strategy in context of the PPRP II project as well as implementation of the strategic communication activities. The Communication Strategy provided systematic and coordinated support to CPTU through a comprehensive range of mutually reinforcing strategic communication intervention at both local and national levels. The interventions targeted different stakeholders who would have direct or indirect role to play in the issues of public procurement and its impact.

A television (TV) and radio commercial intended to create awareness on PPR were aired between November 2010 and March 2011. The Communication Strategy implementation was kicked off with the launch of the campaign '*Shorkari Kroye PPR – Jonogoner Orther Shorbottom Baybohar*' at the National level in November 2011. For the campaign, poster, stickers were developed and distributed and 72 billboards were hoisted in 64 districts of the country.

Moreover, the 'National Electronic Government Procurement (e-GP) Portal' was launched in June, 2011. Further, an advocacy kit as a supplementary material for the advocacy campaign; district level Future Search Conferences (FSCs) with representatives from target agencies, contractor community, media, civil society, locals; a number of short training courses for the procuring entities, contractors, media personnel and civil society members; were part of the communication strategy. Recently as a part of communication strategy and awareness campaign as well as to popularize the e-GP in tendering process another TV commercial with the theme "*Sorkari Kroye e-GP: Easy, Faster and Secured*" started to be airing on TV from 16 February, 2017.

1.3 Rationale of the Study

The PPRP II project aimed at delivering correct and complete information on effective and efficient use of the procurement system through communication and social awareness campaign programs. This would result in continued interest among the tenderers about the system as well as in the growth of e-GP. The Strategic Communication Program (SCP) was designed in a way that would support the ongoing reform endeavors through establishment of the e-GP systems across all government procuring entities. In this backdrop, a study was conducted to evaluate stakeholder satisfaction on digitization of procurement and initially documented information in January - April 2010. Following that study, another tracking study was conducted in August - September 2016 to understand the pattern of stakeholder's level of satisfaction about reform in public procurement, get insights on the

required corrective measures and strengthen social awareness campaign for behavioral change and social accountability in public procurement. As the project came to an end, therefore an Endline evaluation was needed to assess stakeholder's level of satisfaction about Reform in Public Procurement over the time of project implementation. Therefore, BCCP as per their planning initiated the Endline survey of PPRP II. The survey was conceived and implemented by The Nielsen Company Bangladesh Limited, during the period of February - April 2017.

1.4 Objectives of the Study

The major objective of this Endline is to assess level of satisfaction of stakeholders about Reform in Public Procurement over the time including evaluation of perception and adoption of e-GP through measuring the impact of Strategic Communication Program (SCP). However, the study will compare the results of previous tracking surveys based on the following specific objectives:

- Assess level of knowledge and satisfaction about Reform in Public Procurement
- Assess perception toward various components of Public Procurement Reform
- Measure the trend of adoption of e-GP
- Assess perception about use of public funds and quality in public service delivery
- Assess perception toward e-GP and current practices due to use of e-GP
- Identify the level of knowledge and involvement about citizen engagement in public procurement
- Measure the results of communication interventions
- Comparison between findings from Tracking and Endline Survey

1.5 Survey Indicators

The Endline evaluation measured the following set of indicators:

- a) Knowledge of the current process of Public Procurement
- b) Satisfaction in regard to Public Procurement Rules
- c) Perception about effectiveness of the current process of Public Procurement
- d) Perception about the benefit and bottleneck of the current process of Public Procurement
- e) Practices in following compliance in public procurement process among the key stakeholders
- f) Knowledge about e-GP and perception about e-GP system
- g) Adoption of e-GP
- h) Current public procurement practices due to use of e-GP
- i) Experience of doing business with the government through e-GP

- j) Knowledge about citizen engagement in public procurement
- k) Exposure to Strategic Communication Program (SCP) interventions
- l) Primary sources of receiving information about Public Procurement Rules (PPR) including e-GP
- m) Effectiveness of SCP interventions

CHAPTER 2

Methodology

2.1 Study Approach

The Endline survey applied quantitative method of data collection using semi-structured questionnaire through a face to face interview.

The survey was conducted among five categories of respondents, namely:

- Tenderers
- Procuring Entities (PE)
- Civil Society Members (CSMs)
- Professionals from Bank and Financial Institutions (FI)
- Media Professional

A list of potential respondents was provided by BCCP, which was used as sampling frame. However, the sampling frame did not have respondents from all the study locations. Time location sampling technique was used to select respondents from the list as well as from the locations excluded from the list.

The data collection happened during March-April 2017 by the field enumerators deployed by the Nielsen Bangladesh.

2.2 Sampling Procedure and Sample

- Samples were selected covering all seven administrative divisions of the country
- To ensure wider coverage, apart from the divisional town, two districts in each of the division were selected randomly.
- Further, 2 Upazilas (depending on the availability of the respondents) from each selected districts were selected at random. Therefore, a total of 21 districts would be covered under the study with 28 upazilas from the other districts.
- Considering the type of target respondents, the selection of samples following any probability sampling technique was found difficult. Thus, time location sampling technique was utilized to select the respondents. As it was intended to cover different types of respondents within the categories, BCCP was also contacted for some contacts and the respondents were selected based on their availability during the survey and willingness to participate.

2.2.1 Sample Size Calculation

The targeted population of this survey was approximately 154,457 including Tenderers, Procuring Entities (PE), Civil Society Members (CSMs), Professionals from Banks and Financial Institution (FI), Media.

Using the standards statistical formula for sample size calculation, with 95% level of confidence level and 5% margin of error, the estimated total sample size was 345. Further, considering 2.0 design effect and 5% non-response, the total sample size was calculated as approximately **725** (Annex A).

However, the achieved sample size for the study was 732. The detailed sample distribution, as completed in the Endline survey, was as below:

Table 2.1: Percentage of the respondents disaggregated by respondent category

Divisions	Tenderers	PE	CSMs	Media	FI	Total
Dhaka	63	60	37	40	30	230
Chittagong	40	40	25	25	20	150
Rajshahi	20	20	10	10	10	70
Khulna	22	20	10	10	10	72
Sylhet	20	20	10	10	10	70
Barisal	20	20	10	10	10	70
Rangpur	20	20	10	10	10	70
Total	205	200	112	115	100	732

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

2.3 Data Analysis

A detailed analysis plan was prepared for all the target groups. The analysis included:

- 1) Uni-variate analysis: In this part frequencies, mean scores, distribution patterns were seen
- 2) Bi-variate analysis: In this part cross tables for each of the indicators according to the respondents categories and their region was assessed
- 3) Advanced multivariate analysis: Information was captured on attitudes and opinions, etc. and advanced multivariate analysis was carried out to arrive at the scales for measuring the above parameters [the detail of the analysis procedure is described below].

Details of each type of analysis are described in Annex B.

Comparison with Tracking (July-August, 2016) Survey

The findings of the current survey (April, 2017) was compared with the tracking survey (July-August, 2016). This comparison enabled to assess the changes in knowledge, attitude, perception and satisfaction of the respondents on current process of public procurement and e-GP over time.

The Tracking survey included 400 respondents of five categories, namely Tenderers, Procuring entities, Civil Society Members, personnel from Financial Institution and Media Professionals. The Endline survey included same categories of respondents; however, the number was much higher. Further, the sample respondents in the tracking survey were selected from the divisional town and another district, while the Endline survey included a third district of the division, ensuring wider coverage. Due to different sample size and sampling fluctuations, the survey findings might not be completely comparable, yet an indicative comparison was done to see the trend.

CHAPTER 3

Findings: Knowledge & Perception on the Current Process of Public Procurement

3.1 Knowledge on the Current Process of Public Procurement

The study intended to assess the knowledge of the respondents regarding the current process of public procurement. When they were asked if they had heard about the current process public procurement, close to all of the respondents were found to be aware (99.7%) across the study locations. This knowledge was found slightly low from the tracking survey. The major contributor to this decrease in knowledge was mainly due to somewhat low knowledge among the Procuring Entity respondents and personnel from media personnel. This could be also due to the sampling spread to different districts in the division, beyond the divisional town, in the Endline survey. Unlike the tracking survey, in the Endline survey, the sample was covered from Upazila level, instead of district level.

Table 3.1: Percentage distribution of the respondents according to their knowledge on the current process of Public Procurement

Respondent category	Knows about the current process of public procurement					
	Tracking Survey (%)			Endline Survey (%)		
	Yes	No	N	Yes	No	N
Tenderers	100.0	-	98	100.0	-	203
PE	100.0	-	97	99.5	0.5	200
CSMs	100.0	-	75	100.0	-	112
Media	100.0	-	70	99.1	0.9	116
FI	100.0	-	60	100.0	-	101
Total	100.0	-	400	99.7	-	732

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

3.2 Perception on Different Aspects of Public Procurement Rules (PPR)

To assess the perception of the respondents about the current process of public procurement in Bangladesh, they were asked about different aspects of Public Procurement Rules (PPR), such as, transparency, effectiveness, efficiency, accountability of and barriers for PPR. The respondents were read out a number of notional statements focusing on the aspects of PPR and they were asked to rate on a scale of 1 to 10 - 1 being “strongly disagreed” and 10 being “strongly agreed” to the opinion. The single-point-rated responses from the respondents were further clubbed with top 3 ratings as ‘positive’ perception, bottom 3 ratings as ‘negative’ and middle 4 ratings as ‘neutral’ perception on each of the

statement. The perception of the respondents were presented through the proportion of respondents who had agreement to each of the statements, mean score for each statements from the respondents, composite mean score for each aspects and finally with an additive scale calculated for each aspects of PPR (Annex B).

3.2.1 Perception on the Transparency of the Current Process of Public Procurement

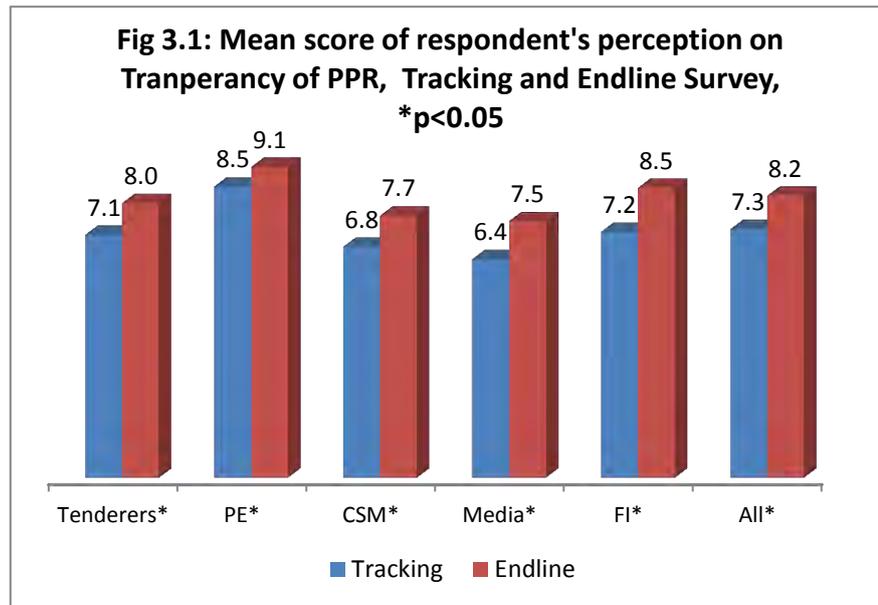
The statements used to assess transparency ‘PPR has brought transparency in public procurement’, ‘PPR has lessened corruption’, and ‘PPR has reduced the under power exercise/interference’. In the Endline survey, around four-fifths of the respondents (80%) strongly agreed that PPR has brought transparency in public procurement, which was found much lesser among the respondents in the tracking survey (62%). For the statement, ‘PPR has lessened corruption’, more than two-thirds of the respondents in the Endline survey (68%) had strong positive agreement, as against around half of the respondents in the tracking survey (49%). On the other hand, 74 percent of the respondents in the Endline survey strongly agreed to the statement ‘PPR has reduced the undue power exercise/interference’ compared to 54 percent in the tracking survey (54%) (Table 3.2). On each of the statement, strong agreement was found among overwhelming proportion of the respondents from procuring entities (PE), financial institutions (FI) and tenderers.

Table 3.2: Percentage distribution of the respondents who had positive perception on transparency indicators of Public Procurement Rules (%)

Strong agreement with the statements on Transparency	Tenderers	PE	CSMs	Media	FI	Total
PPR has brought transparency in public procurement (%)						
Tracking Survey (n=400)	63.3	89.7	45.3	35.7	66.7	62.0
Endline Survey (n=732)	75.4	95.0	68.8	67.8	88.1	80.3
PPR has lessened corruption (%)						
Tracking Survey (n=400)	42.9	80.4	36.0	24.3	51.7	48.8
Endline Survey (n=732)	63.1	88.4	55.4	47.8	73.3	67.8
PPR has reduced the undue power exercise/interference (%)						
Tracking Survey (n=400)	52.0	74.2	44.0	42.9	46.7	53.5
Endline Survey (n=732)	74.4	91.0	66.1	55.7	72.3	74.4

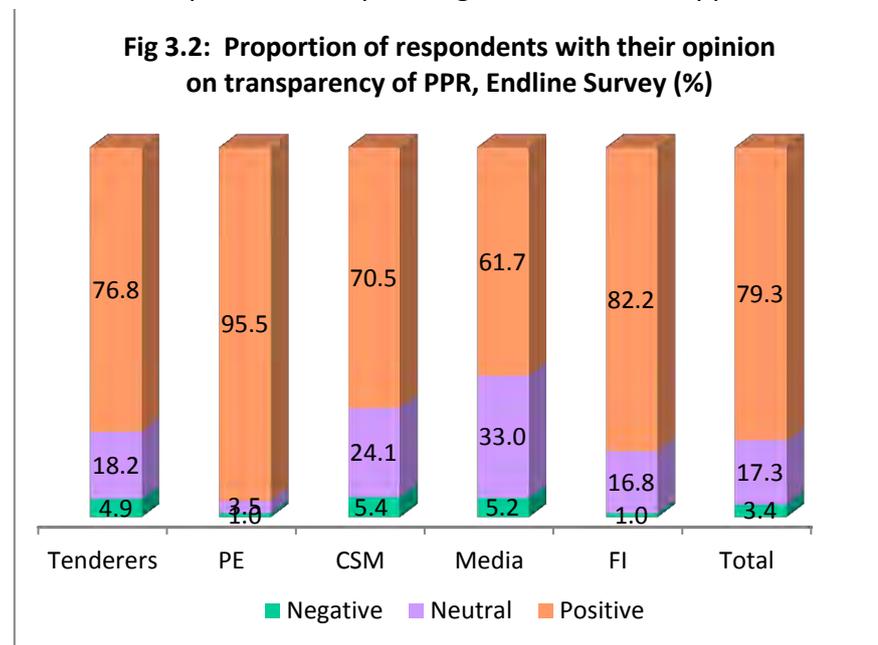
PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Findings of the combined mean score on overall ratings of transparency, further, indicated that the current process of Public Procurement was rated as highly transparent by all the respondents in the Endline survey (mean score of 8.2). Respondents from the procuring entities rated



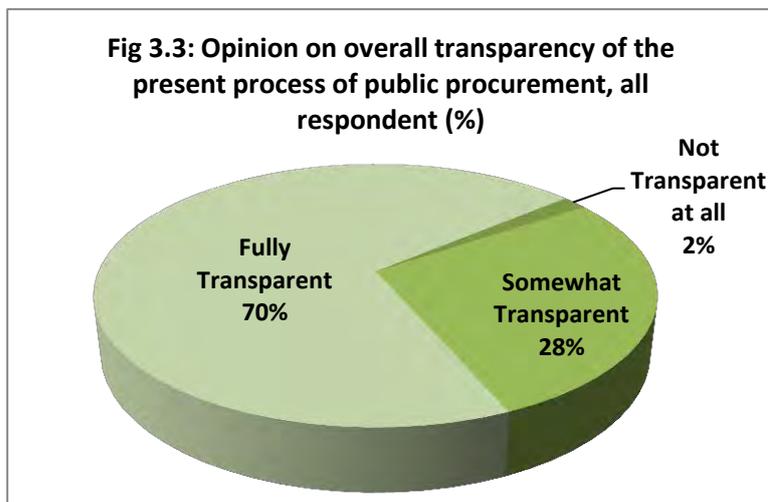
the current process of Public Procurement as most highly transparent (mean score 9.1) while those from media professionals had lowest rating (mean score 7.5). The mean rating score on Transparency of PPR, was found significantly low at 7.3 for all the respondents in the Tracking survey (Figure 3.1).

Similar finding was revealed from the Reliability Analysis (Chronbach's alpha), Factor Analysis, partial correlation and a composite three-point agreement scale. Approval of the transparency of the PPR was widely prevalent among respondents from procuring entities (96%) followed by respondents from financial institutions (82%). However, one-third of the respondents from media (33%) and civil society members (24%) had neutral opinion towards the issue (Figure 3.2).



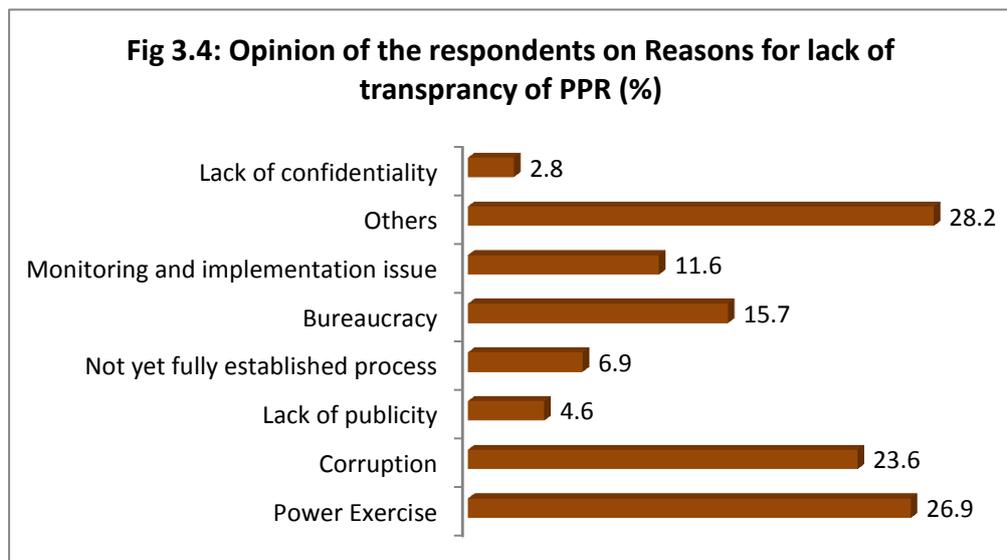
Perceived Reasons for Lack of Transparency

After the series of statements related to Transparency, the respondents were asked about their opinion on overall transparency of the current process of public procurement. Of the total respondents, 70% of the respondents opined the current process of public procurement as fully transparent, contrasting the 30% of the respondents who opined otherwise. Lack of transparency was more pronounced by the respondents from Tenderers, CSM and Media (Figure 3.3).



Respondents, who opined that the present process of public procurement was somewhat transparent or not transparent at all, were further asked to explain the reasons for their opinion.

According to more than one-fourth of the respondents, power exercise (27%) and corruption (24%) hinders to a great extent to the



current process of public procurement to be transparent. As the example of power exercise, the respondents stated that in some cases evaluation officers might evaluate any certain tenderer as 'non-response' to give away the task to their 'favorite' tenderers. Some other respondents talked about 'lobbying' and stated that direct tendering might have reduced but still there are ways to twist the process for favored tenderers. Muscle power and political involvement was also mentioned by some of the respondents. On the other hand, talking about corruption, the respondents gave example of bribery, chances of out-of-office negotiation, dealings before calling tenders, corruption in lottery system, financial corruption by the personnel involved, and so no. Further, 16% of those respondents explained the process to be bureaucratic and thus not being fully transparent. Some of the

respondents also mentioned that due to monitoring and implementation issues, lack of confidentiality and publicity, the process lack to be fully transparent (Figure 3.4).

3.2.2 Perception on the Effectiveness of the Current Process of Public Procurement

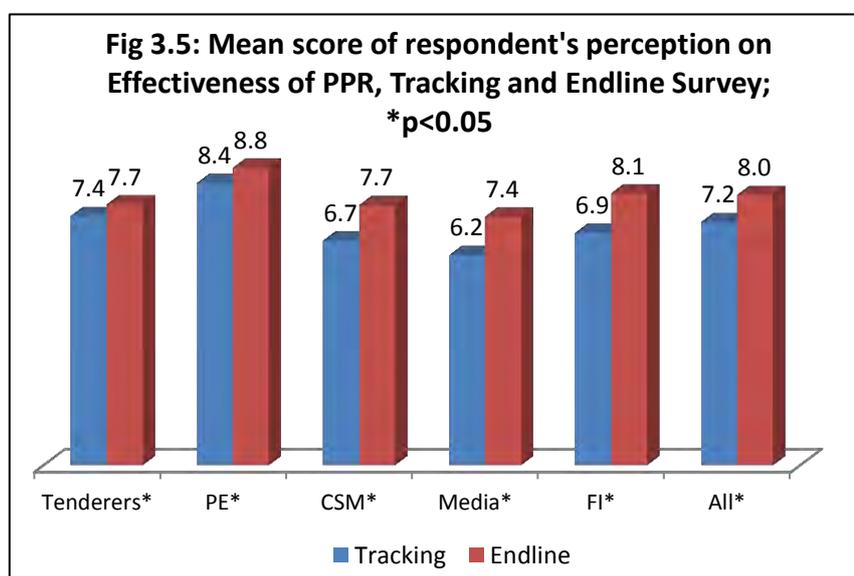
To assess Effectiveness of Public Procurement Rules (PPR), the statements used included 'PPR has established equal opportunity for all' and 'PPR has ensured that the public fund is used in most optimum way'. In the Endline survey, 70 percent of the respondents strongly agreed to both the statements, which was found among half of the respondents in the tracking survey (50% to 51%). From 86 to 90 percent of the respondents from procuring entities in the Endline survey expressed strong agreement. However, this was found low among the tenderers and other categories of respondents (Table 3.3).

Table 3.3: Percentage distribution of the respondents who had positive perception on effectiveness indicators of Public Procurement Rules (%)

Strong agreement with the statements on Effectiveness	Tenderers	PE	CSMs	Media	FI	Total
PPR has established equal opportunity for all						
Tracking Survey (n=400)	59.2	78.4	48.0	35.7	46.7	55.8
Endline Survey (n=732)	56.7	89.9	68.8	60.0	68.3	69.7
PPR has ensured that the public fund is used in most optimum way						
Tracking Survey (n=400)	54.1	77.3	37.3	31.4	41.7	50.8
Endline Survey (n=732)	69.5	85.9	56.3	59.1	63.4	69.5

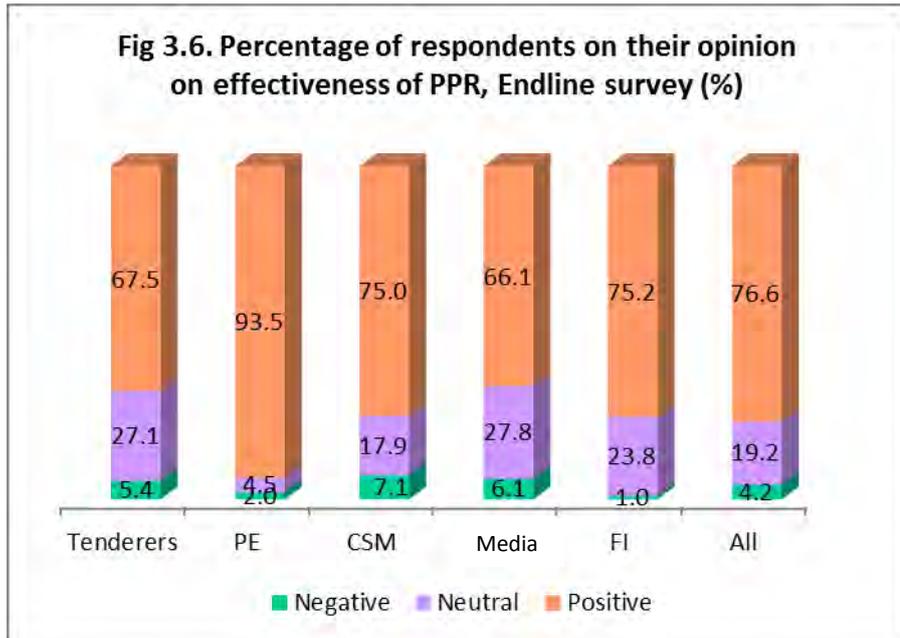
PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

The combined response from the two statements yielded the overall ratings of effectiveness. By and large, a significantly high rate for effectiveness of the PPR was given by the respondents in the Endline survey (mean score of 8.0) compared to that in the tracking survey (mean score 7.2).



Respondents from the procuring entities (mean score 8.8) rated PPR as highly, while those from media professionals had lowest rating (mean score 7.4) (Figure 3.5).

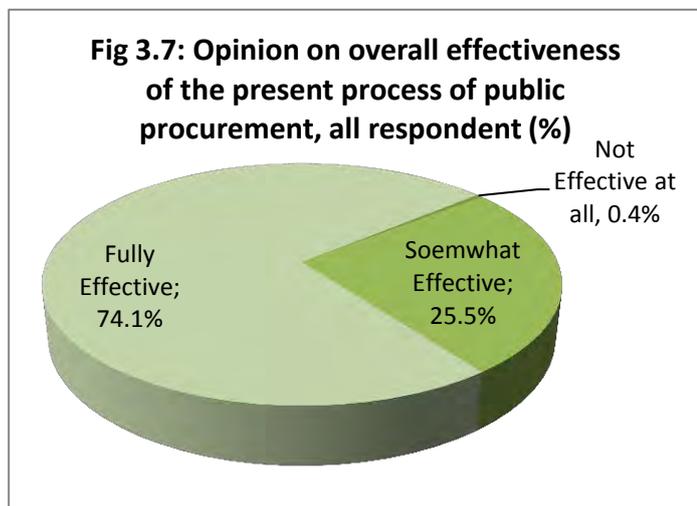
The Reliability Analysis (Chronbach's alpha), Factor Analysis, and partial correlation and the composite three-point approval scale revealed that approval of the effectiveness of the PPR was highly prevalent among respondents from procuring entities (94%). Three-fourths



of the respondents from civil society (75%) and financial institutions (75%) had the same opinion. Similar proportion of the respondents from media professions (28%), tenderers (27%) and financial institution (24%) had neutral opinion regarding the effectiveness (Figure 3.6).

Perceived Reasons for Ineffectiveness

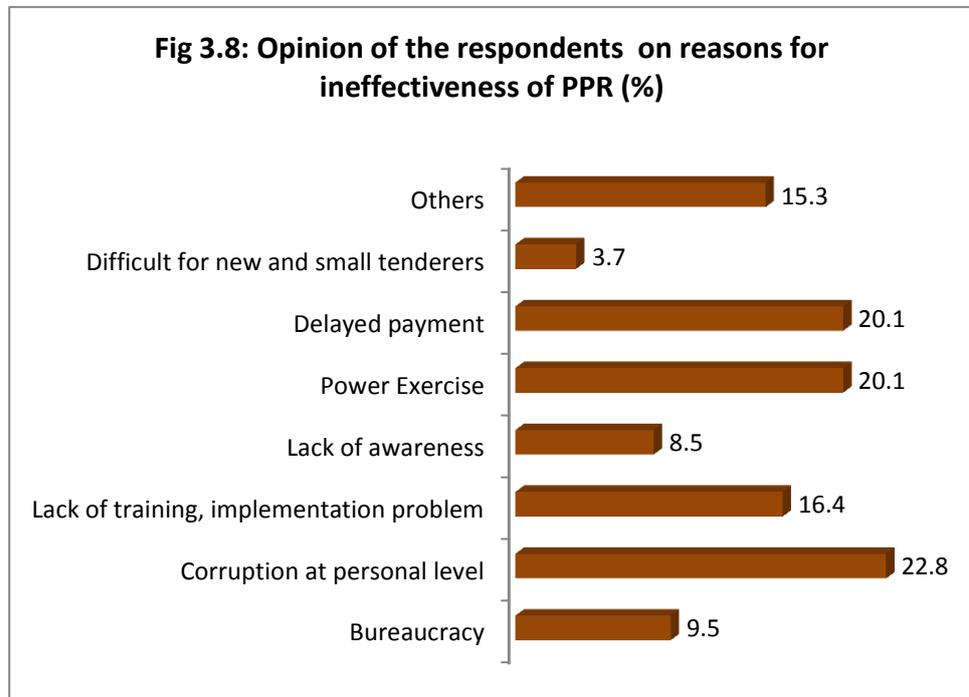
After the series of statements related to Effectiveness, the respondents were asked about their opinion on overall effectiveness of the process of public procurement. Of the total respondents, 74% of the respondents opined the process of public procurement as fully effective, contrasting the 26% of the respondents who opined otherwise. Ineffectiveness was more pronounced by the respondents from Tenderers, CSM and Media (Figure 3.7).



Respondents, who opined that the present process of public procurement was somewhat effective or not effective at all, were further asked to explain the reasons for their opinion. The respondents could explain as per their own experience regarding the efficiency as they were asked as open question. More than one-fourth of the respondents opined that the process of public procurement is somewhat effective due to corruption at personal level (23%), delayed payment (20%), and power exercise (20%). Some of the respondents

explained the corruption at personal level as ‘illogical’ decisions by the personnel involved in tendering. Some of the respondents also mentioned that the tendering authority decide about the tendering process as LTM (Limited Tendering Method) instead of OTM (Open Tendering Method) by showing low value of the task. On the other hand, some of the respondents

stated that “some tenderers open more than one e-mail address and get trade license, but it is not verified properly”. Not getting payment within 28 days, and ‘reported lack of fund for payment’ were reported as the examples of



delayed payment. Further, 16 percent of those respondents explained the process to have implementation problem and the people handling the process lack training, thus not being fully effective. Some of the respondents also mentioned that some tenderers lack proper awareness (9%) and the process is difficult for new and small tenderers (4%), which make the process ineffective (Figure 3.8).

3.2.3 Perception about the Efficiency of the Current Process of Public Procurement

Efficiency of Public Procurement Rules (PPR) was assessed through statements, ‘PPR has lessened bureaucratic complications’, ‘PPR Ensures that tender submission takes less time’, and ‘PPR Ensures that bill is paid within 28 days of assignment completion’. In the Endline survey, 70 percent of the respondents strongly agreed that PPR has lessened bureaucratic complications, as compared to half of those in the tracking survey (51%). Further, 86 percent of the respondents strongly admitted that PPR ensures less time for tender submission, which was found among three-fourths of the respondents in the tracking survey. However, regarding the payment of bills within 28 days of assignment completion, positive rating was found among 70 percent of the respondents in the Endline survey, which was much lower among the respondents from the tracking survey (27%).

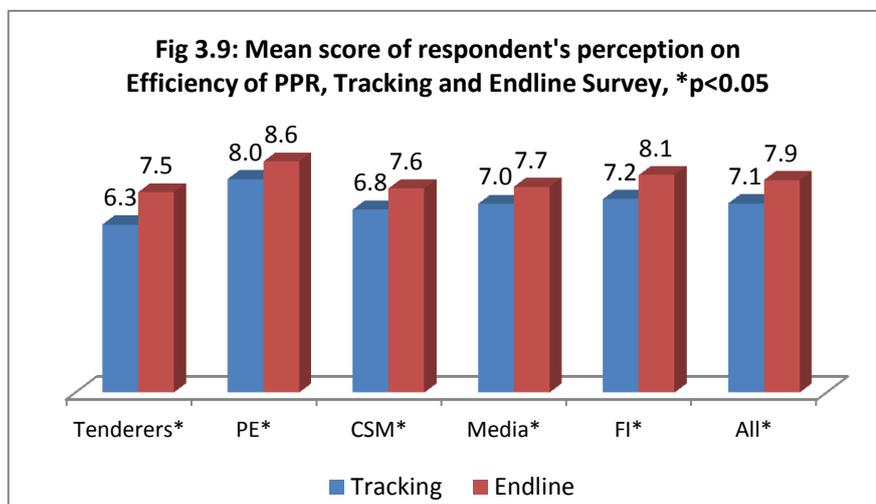
Overwhelming proportion of the respondents from procuring entities (PE) (89% to 93%) agreed to the statements regarding lesser bureaucracy and lesser submission time. While less than three-fifths of the media (57%) agreed to lesser bureaucracy, lesser submission time was agreed to 91 percent of the respondents of the same category. Other categories of respondents had somewhat consistent opinion on the statements. However, strong disagreement to the statement related to payment duration was reduced to a large extent among the respondents in the Endline survey (5%) from those in the tracking survey (38%) (Table 3.4).

Table 3.4: Percentage distribution of the respondents who had positive perception on efficiency indicators of Public Procurement Rules (%)

Strong agreement with the statements on efficiency	Tenderers	PE	CSMs	Media	FI	Total
PPR has lessened bureaucratic complications						
Tracking Survey (n=400)	39.8	78.4	33.3	40.0	56.7	50.5
Endline Survey (n=732)	60.6	89.4	57.1	56.5	79.2	69.9
PPR Ensures that tender submission takes less time						
Tracking Survey (n=400)	65.3	82.5	72.0	78.6	78.3	75.0
Endline Survey (n=732)	74.9	92.5	88.4	91.3	87.1	86.0
PPR Ensures that bill is paid within 28 days of assignment completion						
Tracking Survey (n=400)	13.3	46.4	22.7	20.0	31.7	27.0
Endline Survey (n=732)	56.7	89.9	68.8	60.0	68.3	69.7

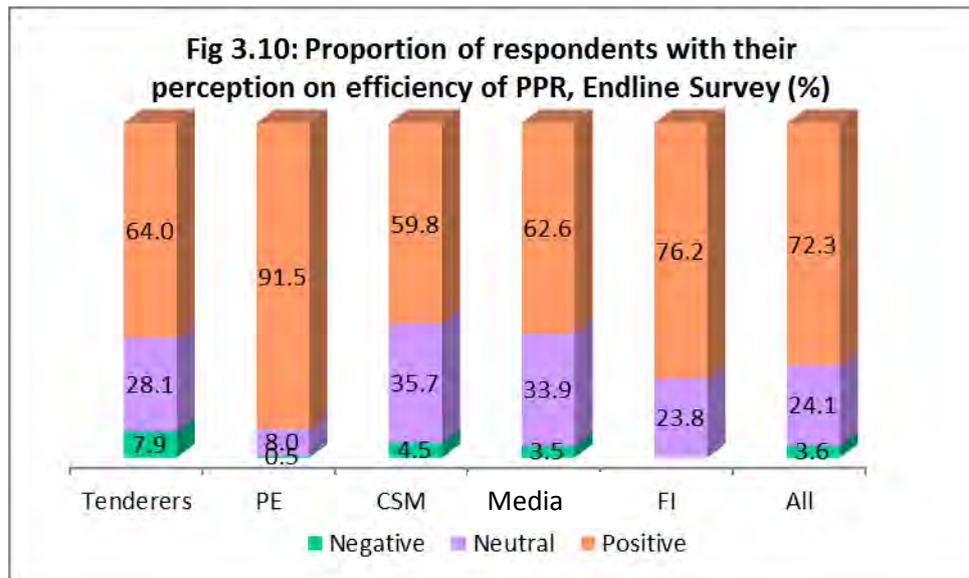
PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

A significantly high mean score overall efficiency was rated by the respondents in the Endline survey (mean score of 7.9), as against that in the tracking survey (mean score of 7.1). The current process of public procurement was rated as highly efficient by



the respondents from the procuring entities (mean score 8.6) compared to the tenderers (mean score 7.5) on the issue (Figure 3.9).

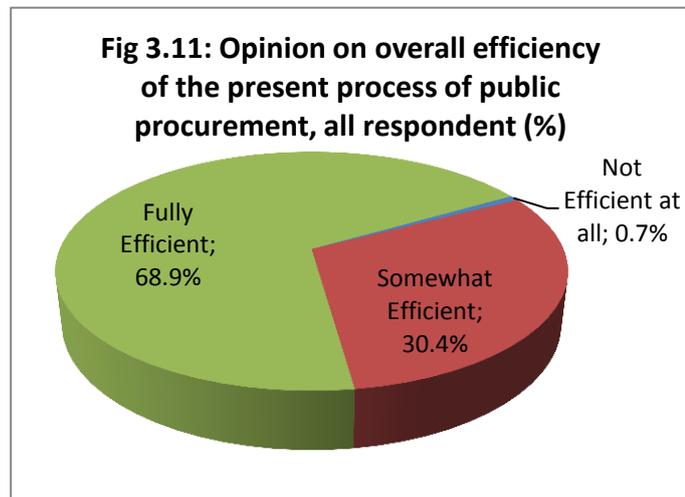
In the similar manner, the result of the advanced multivariate analysis revealed that the current process of public procurement was considered efficient by 92 percent of the respondents from procuring entities. More than three-fourths of the respondents from financial institution (76%) and around two-thirds from other categories had similar perception. A high level of neutral attitude towards efficiency of the current process of public procurement was found among the respondents from civil society members (36%), media professionals (34%) and tenderers (28%) (Figure 3.10).



institution (76%) and around two-thirds from other categories had similar perception. A high level of neutral attitude towards efficiency of the current process of public procurement was found among the respondents from civil society members (36%), media professionals (34%) and tenderers (28%) (Figure 3.10).

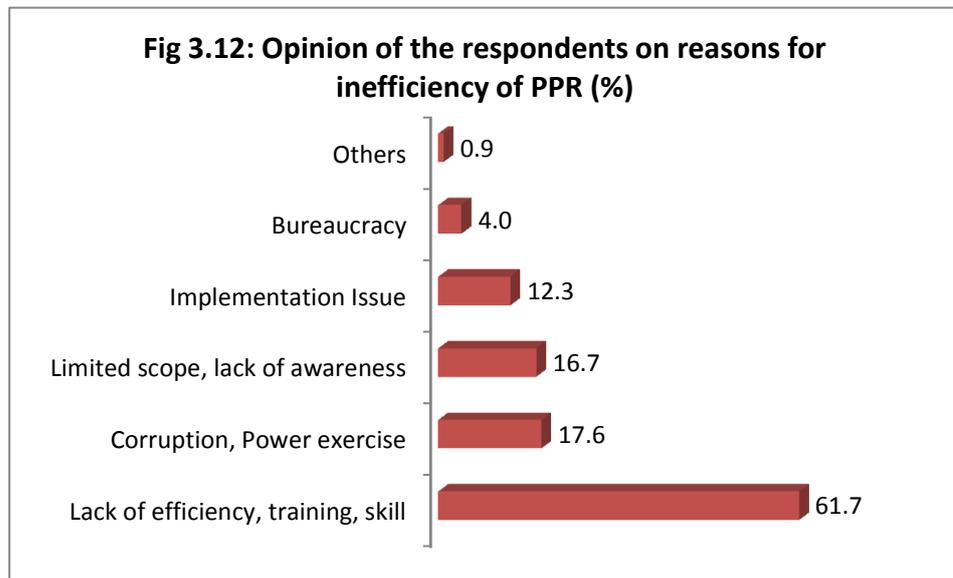
Perceived Reasons for the Current Process of Public Procurement being Inefficient

After the series of statements related to Efficiency, the respondents were asked about their opinion on overall efficiency of the process of public procurement. Of the total respondents, 69% of the respondents opined the process of public procurement as fully efficient, contrasting the 31% of the respondents who opined otherwise. Lack of efficiency was more pronounced by the respondents from Media (44%), CSM (42%) and Tenderers (32%) (Figure 3.11).



Respondents, who opined that the present process of public procurement was somewhat efficient or not efficient at all, were further asked to explain the reasons for their opinion. This open question allowed the respondents to talk about the issues they thought were the reasons for inefficiency of the process. Near about two-thirds of the respondents pointed to the level of inefficiency, training and skill of the personnel involved to make the process inefficient (62%).

The respondents explained that there are personnel who require more training on the Public Procurement Rules (PPR) and the “help desk” needs to be more supportive. On the other hand, some of the respondents uttered the tenderers lack IT knowledge; proper skill to handle the online activities; proper PPR related knowledge. As reported by the respondents, overall, lack of efficiency among the people involved is impacting the efficiency of the current process



of public procurement. Further, around similar proportion of the respondents mentioned about corruption and power exercise (18%) and limited scope and lack of awareness (17%) as reasons for the process being inefficient (Figure 3.12).

3.2.4 Perception about the Accountability of the Current Process of Public Procurement

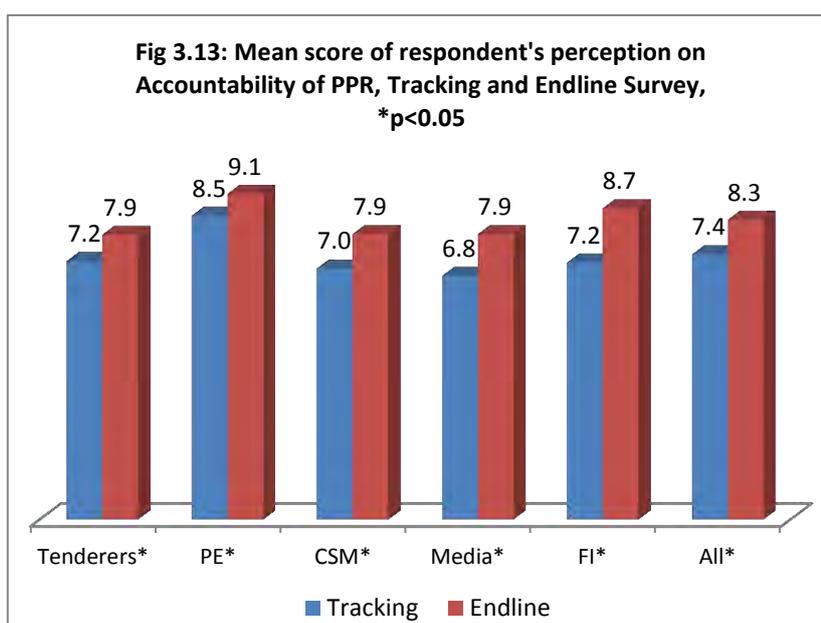
The statements related to accountability of the Public Procurement Rules (PPR) were ‘PPR has brought accountability in public procurement’ and ‘PPR ensures rights of tenderers’. While more than four-fifths of the respondents in the Endline survey strongly agreed that PPR brought accountability (82%), around three-fourths of the respondents strongly admitted ‘PPR ensures rights of tenderers’ (71%). For both the statements, strong agreement was found among around half of respondents in the tracking survey (50 to 55%). Almost all the respondents from the procuring entities (96%) strongly agreed to the accountability statement while majority strongly agreed to the statement on rights of tenderers (87%). However, around one-third of the respondents from tenderers (32%) and media professionals (30%) were indifferent on the statement related to the rights of tenderers (Table 3.5).

Table 3.5: Percentage distribution of the respondents who had positive perception on accountability indicators of Public Procurement Rules (%)

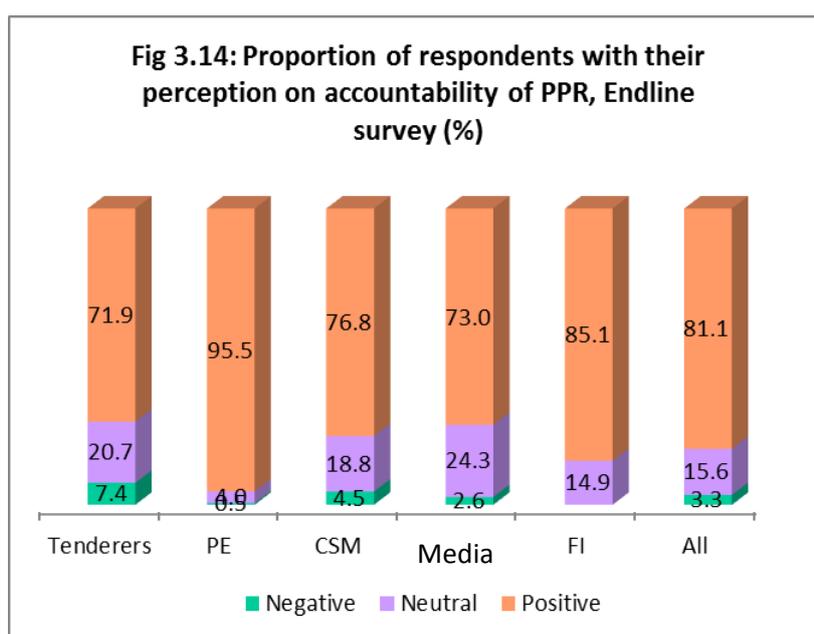
Strong agreement with the statements on Accountability	Tenderers	PE	CSMs	Media	FI	Total
PPR brought accountability in public procurement						
Tracking Survey (n=400)	54.1	85.6	52.0	45.7	50.0	59.3
Endline Survey (n=732)	76.8	96.0	75.0	71.3	86.1	82.2
PPR Ensures rights of tenderers						
Tracking Survey (n=400)	58.2	75.3	40.0	41.4	50.0	54.8
Endline Survey (n=732)	60.1	86.9	67.0	64.3	76.2	71.4

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

The combined response from these two statements found that, overall, the current process of public procurement was considered highly accountable by all the respondents in the Endline survey (mean score of 8.3), a significantly high rate as compared to the tracking survey (mean score of 7.4). This was more prevalent among the respondents from the procuring entities (mean score 9.1) compared to the other categories of respondents (Figure 3.13).



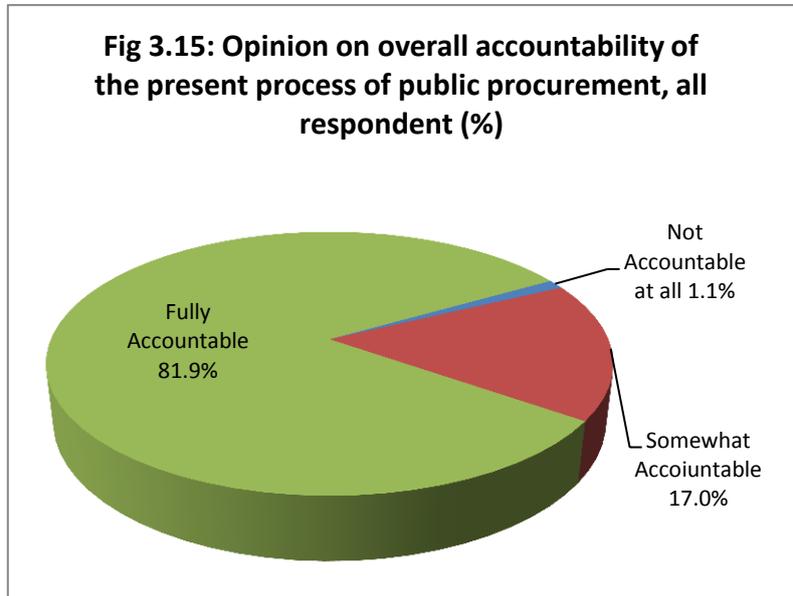
The advanced multivariate analysis (Reliability Analysis, Factor Analysis, Composite scale) indicated that almost all of the respondents from the procuring entities (96%) considered PPR as highly accountable, followed by respondents from financial institutions (85%). However, near about one-fourth of the respondents from media professionals



(24%) and one-fifth of the respondents from tenderers (21%) had neutral opinion on the issue (Figure 3.14).

Perceived Reasons for Lack of Accountability

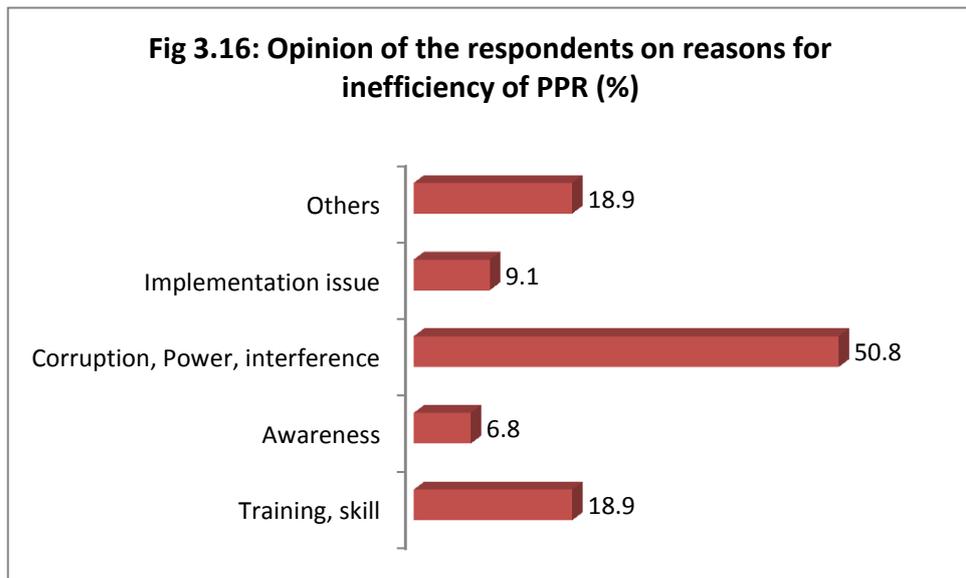
After the series of statements related to Accountability, the respondents were asked about their opinion on overall accountability of the process of public procurement. Of the total respondents, 82% of the respondents opined the process of public procurement as fully accountable, contrasting the 18% of the respondents who opined otherwise. Lack of



transparency was more pronounced by the respondents from Tenderers, CSM and Media (Figure 3.15).

The respondents, who opined that the present process of public procurement was somewhat accountable or not accountable at all, were further asked to explain the reasons for their opinion. This open question enabled the respondents to explain their response in their own words and the responses were further merged appropriately. According to more than half of the respondents thought that power exercise, interference and corruption questioned the accountability of the process of public procurement (51%). As example of corruption, the

respondents talked about dishonesty in the “department officials” and bureaucracy. On the other hand, some other respondents mentioned about tenderers



taking the chance of ‘papers not being examined properly’ and get undue chances of being

included or getting the task order. Some respondents reported about the rule of ‘turn over evaluation’, which might ignore new tenderers. Less than one-fifth of the respondents further mentioned about lack of training and skill of the personnel as reasons for the process being not accountable (19%) (Figure 3.16).

3.2.5 Perception about Barriers of the Current Process of Public Procurement

In the Endline survey, barriers of Public Procurement Rules (PPR) was assessed through the statement, ‘PPR is slowing down the procurement process’, which was strongly disagreed by more than four-fifths of the respondents in the Endline survey (82%), compared to 10 percent in the tracking survey. The similar negative opinion was found across all the categories of respondents, ranging from 77 percent to 85 percent (Table 3.6). The mean score of 2.4 for the statement also indicated similar low level of perceived barriers of PPR. This rating was much higher among the respondents in the tracking survey (mean score 7.2) (Table 3.6).

Table 3.6: Percentage distribution of the respondents who had positive perception on barriers of Public Procurement Rules (%)

Strong agreement with the statements on Barriers	Tenderers	PE	CSMs	Media	FI	Total
PPR is slowing down the procurement process						
Tracking Survey (n=400)	45.9	61.9	54.7	54.3	60.0	55.0
Endline Survey (n=732)	5.9	1.0	2.7	4.3	1.0	3.2

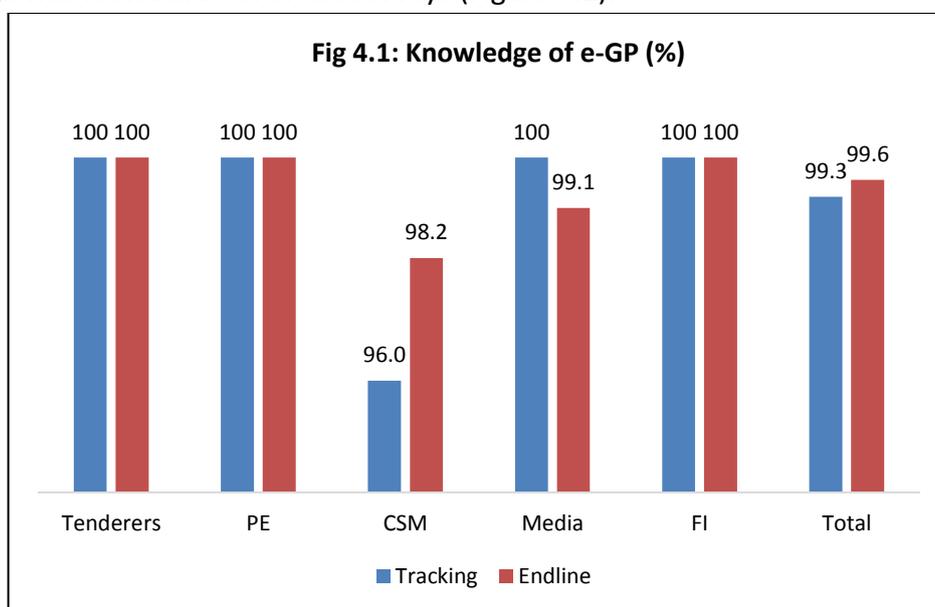
PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

CHAPTER 4

Findings: Knowledge & Perception on e-GP

4.1 Knowledge on e-GP

The respondents were asked whether they heard about e-GP and almost all the respondents included in the Endline survey responded positively (99.6%). The level of awareness has been almost consistent with that in the tracking survey (99.3%). The study also found universal awareness among the respondents from the tenderers, procuring entities and financial institutions in the Endline survey, exactly same as was in the tracking survey. For respondents belonging to civil societies and media professionals, little fluctuation in the knowledge was found in both of the surveys (Figure 4.1).



4.2 Perception on e-GP system

Similar to measuring the perception about the Public Procurement Rules (PPR), the study also looked at the perception of the respondents about the e-GP system through a number of attitudinal statements and the similar rating process. The attitudinal statements were further grouped into six categories, namely, Cost effectiveness, Transparency, Accessibility, Efficiency, Accountability of and Barriers for e-GP.

4.2.1 Perception on the Cost Effectiveness of e-GP

Regarding the cost effectiveness of e-GP, in the Endline survey, more than three-fourths of the respondents (77%) were in strong agreement that through e-GP, 'most optimum use of money has been ensured'. This was found much higher among the respondents from

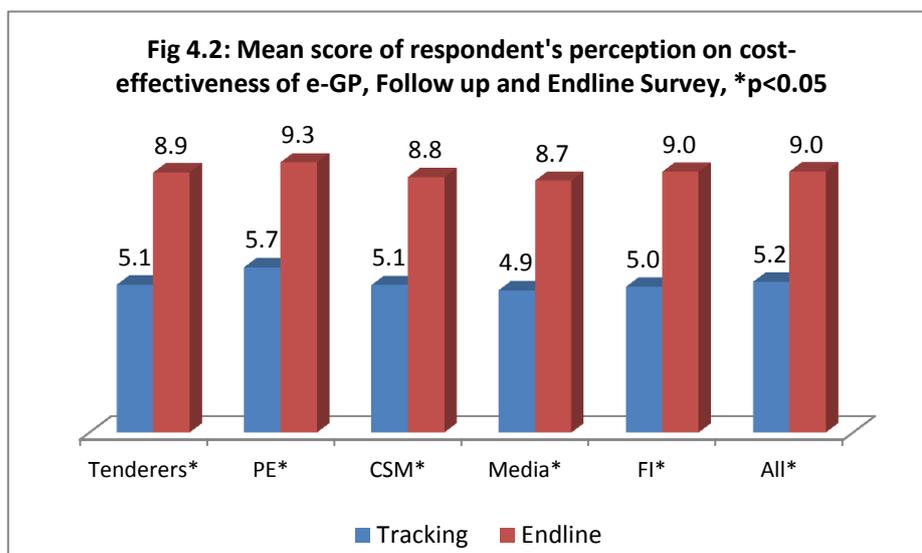
procuring entities (PE) (90%) while was found least among media (63%). Overall, this attitude was found lower among the respondents in the tracking survey (50%). Further, almost all of the respondents in the Endline survey (94%) showed positive attitude to 'e-GP saves transportation cost' as compared to much lower proportion of the respondents in the tracking survey (76%). In the Endline survey, overall overwhelming proportion of the respondents, ranging from 93 percent to 96 percent, expressed strong agreement to the query (Table 4.1).

Table 4.1: Percentage distribution of the respondents who had positive perception on cost effectiveness indicators of e-GP (%)

Strong agreement with the statements on Cost-effectiveness	Tenderers	PE	CSMs	Media	FI	Total
Most optimum use of money has been ensured						
Tracking Survey (n=397)	45.9	76.3	45.8	31.4	40.0	49.9
Endline Survey (n=729)	77.3	89.5	68.2	62.6	77.2	77.0
It saves transportation cost						
Tracking Survey (n=397)	72.4	83.5	69.4	74.3	78.3	75.8
Endline Survey (n=729)	92.6	96.0	91.8	95.7	93.1	94.0

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

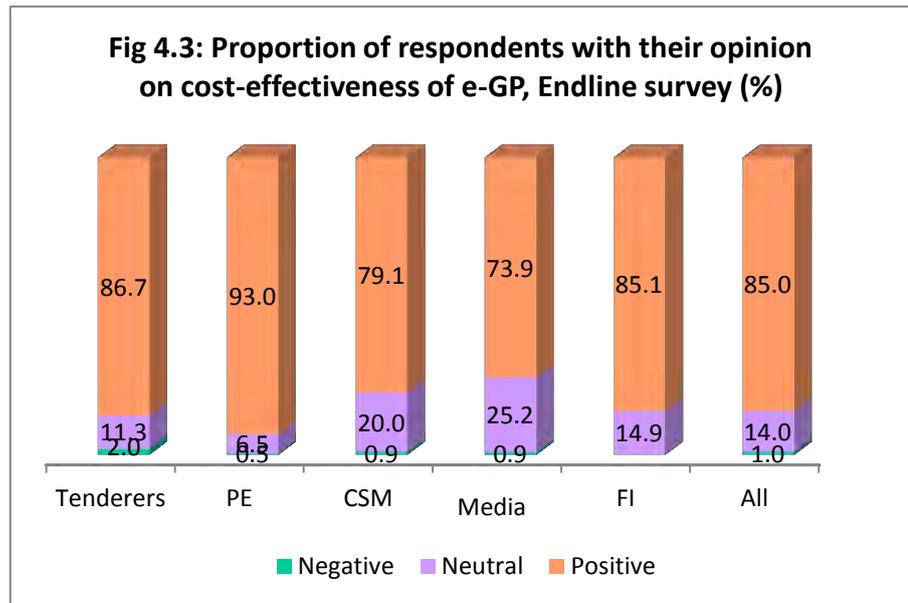
The rating based on the combination of the two statements related to cost-effectiveness revealed that the e-GP process was rated as highly cost-effective by all the respondents in the Endline survey (mean



score of 9.0), which is significantly higher than the rating in the tracking survey (mean score 5.2). Among the respondents, e-GP was considered as cost-effective by the respondents from the procuring entities (mean score 9.3) compared to other categories of the respondents (Figure 4.2).

The result of the advanced multivariate analysis (Reliability Analysis, Factor Analysis, and Composite scale) revealed that agreement of the cost-effectiveness of the e-GP was highly prevalent among respondents from procuring entities (85%).

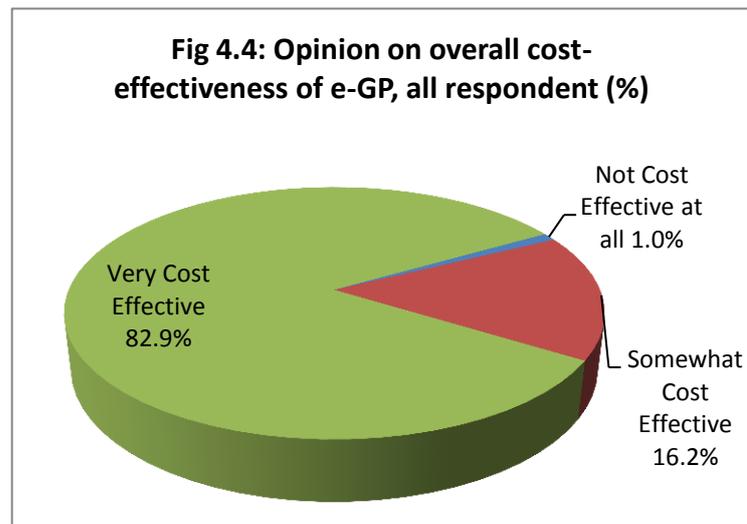
While overwhelming proportion of the respondents from procuring entities (93%) had the same opinion, this was found little lower among the respondents from media (74%). On the other hand, one-fourth or less proportion of the respondents (Media: 25%; CSM: 20%; FI: 15%; Tenderers: 11%) had neutral opinion regarding the cost-effectiveness of e-GP (Figure 4.3).



On the other hand, one-fourth or less proportion of the respondents (Media: 25%; CSM: 20%; FI: 15%; Tenderers: 11%) had neutral opinion regarding the cost-effectiveness of e-GP (Figure 4.3).

Perceived Reasons for e-GP not being Cost-effective

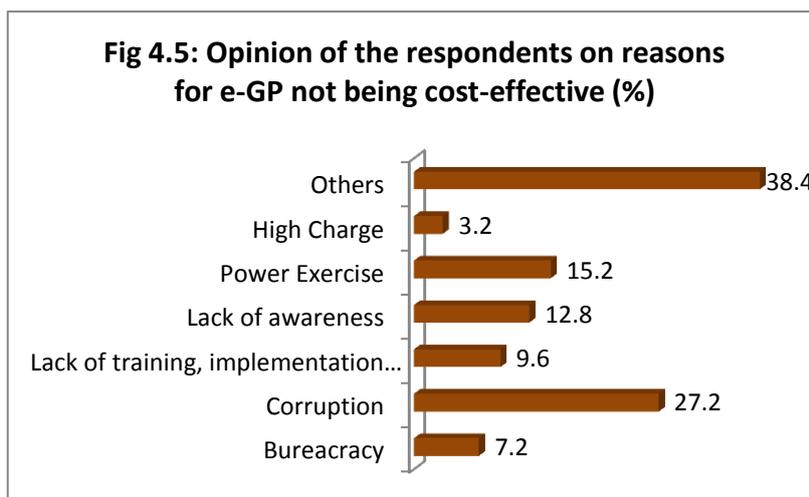
Overall, 83 percent of all of the respondents opined e-GP as cost-effective, contrasting the 17% of the respondents who opined otherwise. Somewhat or not cost effective at all was more pronounced by the respondents from Tenderers, PE and Media (Figure 4.4).



Among the respondents, who opined that the e-GP process was somewhat or not cost

effective, more than one-fourth mentioned that corruption (27%) hinders the process to be cost-effective. According to those respondents, corruption starts from work being done by 'dishonest' person to 'giving bribe'. Some of the respondents also mentioned that 'jobs are being awarded to preferred tenderers and other tenderers are not being informed about the reasons for not being awarded'.

As corruption, some of the respondents also gave example of power exercise (15%), lack of awareness (13%), and lack of training and implementation problem (10%) as other reasons for the process for not being cost effective (Figure 4.5).



4.2.2 Perception on the Transparency of e-GP

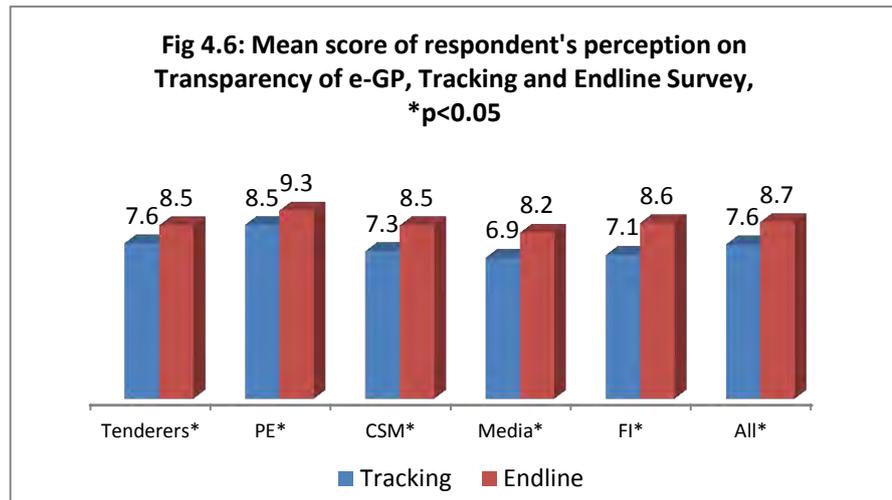
Regarding the statements related to transparency of e-GP, in the Endline survey, 9 out of 10 of the respondents strongly agreed that tendering process has become transparent in e-GP system. Around four-fifths of the respondents showed positive attitude to the rest of the statements, namely, ‘Prevents syndication/collusion among Tenderers’ (84%), ‘Interference/Use of undue power exercise has decreased’ (80%) and ‘less possibility of corruption prevail in the country’ (79%). In the tracking survey, 60 to 66 percent of the respondents strongly agreed to these statements. Overwhelming proportion of the respondents from procuring entities (PE) expressed similar strong opinion on these issues. However, the statement regarding e-GP system preventing syndication/collusion among the tenderers was supported largely by the tenderers (88%) (Table 4.2).

Table 4.2: Percentage distribution of the respondents who had positive perception on transparency indicators of e-GP system (%)

Strong agreement with the statements on Transparency	Tenderers	PE	CSMs	Media	FI	Total
Tendering process has become transparent						
Tracking Survey (n=397)	65.3	85.6	56.9	55.7	58.3	66.0
Endline Survey (n=729)	85.2	97.0	89.1	86.1	92.1	90.1
Less possibility of corruption prevail in the country						
Tracking Survey (n=397)	59.2	84.5	50.0	42.9	38.3	57.7
Endline Survey (n=729)	73.4	93.0	74.5	67.0	78.2	78.6
Interference/Use of undue power exercise has decreased						
Tracking Survey (n=397)	60.2	88.7	51.4	41.4	45.0	59.9
Endline Survey (n=729)	74.9	94.5	77.3	68.7	77.2	80.0
Prevents syndication/collusion among Tenderers						
Tracking Survey (n=397)	67.3	72.2	41.7	40.0	48.3	56.2
Endline Survey (n=729)	87.7	91.5	80.0	69.6	80.2	83.7

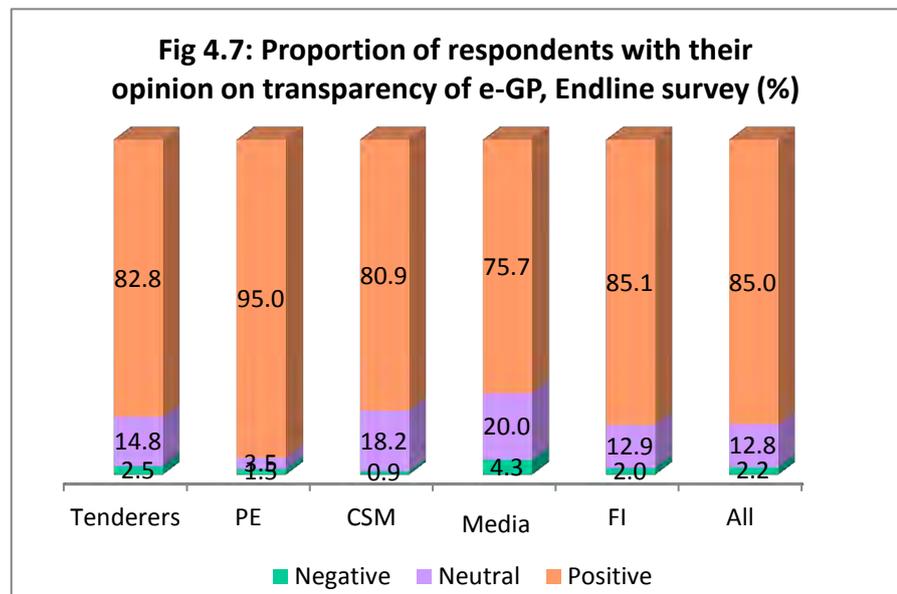
PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Through the mean score, it revealed, by and large, transparency issue of the e-GP was highly rated by all the respondents in the Endline survey (mean score of 8.7), which was significantly higher than the mean score from the



tracking survey (mean score of 7.6). Among them, respondents from the procuring entities were found to have rated the PPR as most highly transparent (mean score 9.3) (Figure 4.6).

The results of all composite index analysis (Reliability Analysis, Factor Analysis, and composite scale) revealed that approval of the transparency of the e-GP was overwhelmingly prevalent among respondents from procuring entities

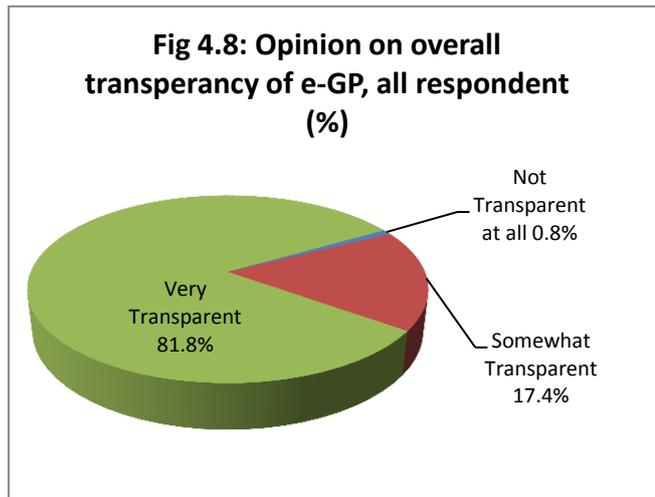


(95%) followed by respondents from financial institute (85%) and tenderers (83%). However, around one-fifth of the respondents from media professions (20%), civil society members (18%) and tenderers (15%) had neutral attitude towards the issue (Figure 4.7).

Perceived Reasons for Lack of Transparency of e-GP

After the series of statements related to Transparency, the respondents were asked about their opinion on overall transparency of the e-GP process.

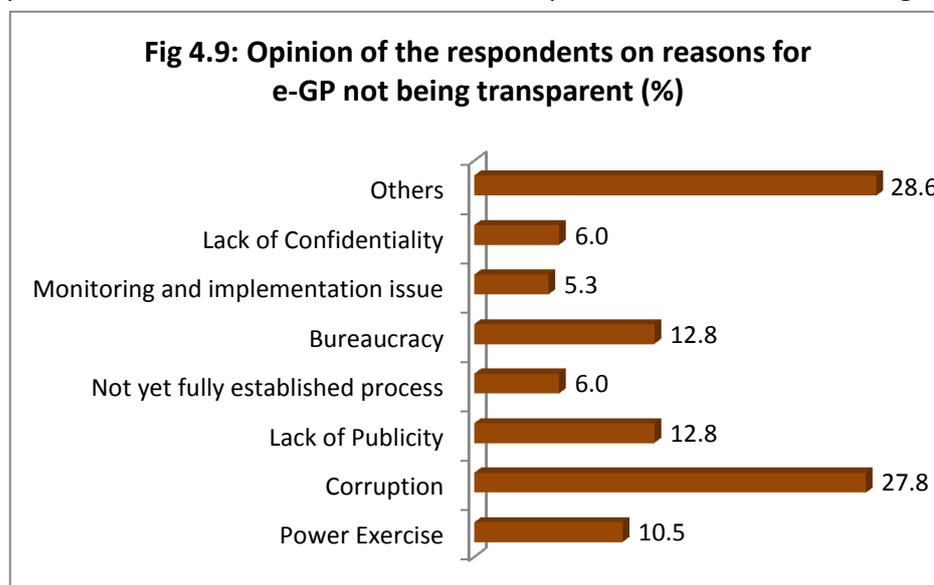
Of the total respondents, 82% of the respondents opined the e-GP process as fully transparent, contrasting the 18% of the respondents who opined otherwise. Lack of transparency was more pronounced by the respondents from Tenderers, PE and Media (Figure 4.8).



Respondents, who opined that the e-GP process was somewhat transparent or not transparent at all, were further

asked to explain the reasons for their opinion. This open question enabled the respondents to explain their response in their own words and the responses were further merged

appropriately. Less than one-third of the respondents mentioned about corruption (28%) as the reason for the process for not being transparent. Further, around one-tenth of the respondents thought that bureaucracy (13%), lack of



publicity (13%), power exercise (11%) and so on also made the process not transparent (Figure 4.9).

4.2.3 Opinion about the Accessibility of e-GP

Regarding accessibility of e-GP, a wide majority of the respondents strongly agreed to the statements 'evaluation and notification of award have become easier in e-GP system' (91%) and 'tender schedule became easily available' (90%). Around 70 percent of the respondents in the tracking survey had the agreement. Overwhelming proportion of the respondents from procuring entities (PE), civil society members and from financial institutions in the Endline survey expressed similar opinion (Table 4.3).

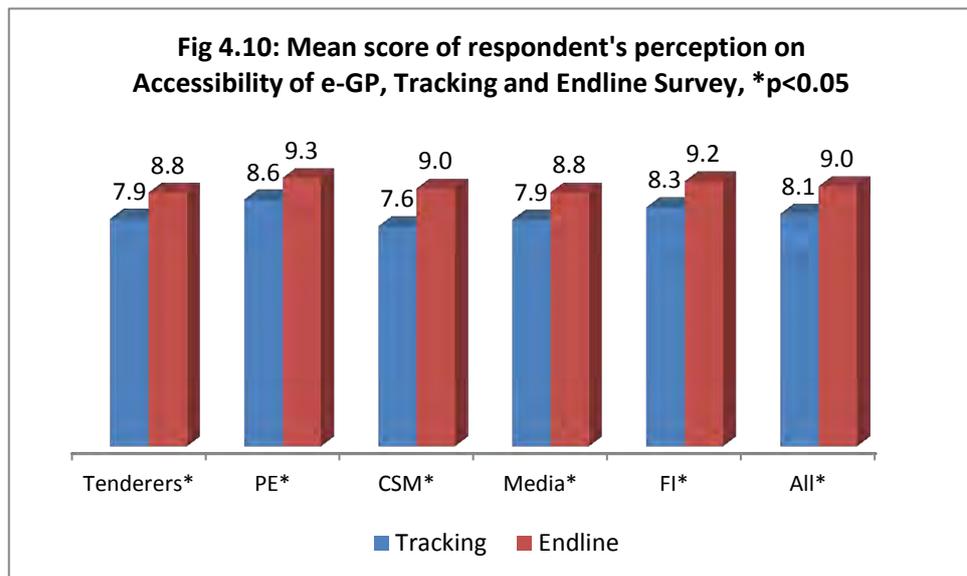
Table 4.3: Percentage distribution of the respondents who had positive perception on accessibility of e-GP (%)

Strong agreement with the statements on Accessibility	Tenderers	PE	CSMs	Media	FI	Total
Tender submission, evaluation and notification of award have become easier						
Tracking Survey (n=397)	67.3	88.7	62.5	62.9	71.7	71.5
Endline Survey (n=729)	83.7	96.0	93.6	89.6	91.1	90.5
Tender schedule became easily available						
Tracking Survey (n=397)	66.3	80.4	52.8	65.7	76.7	68.8
Endline Survey (n=729)	85.7	93.5	89.1	86.1	94.1	89.6

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

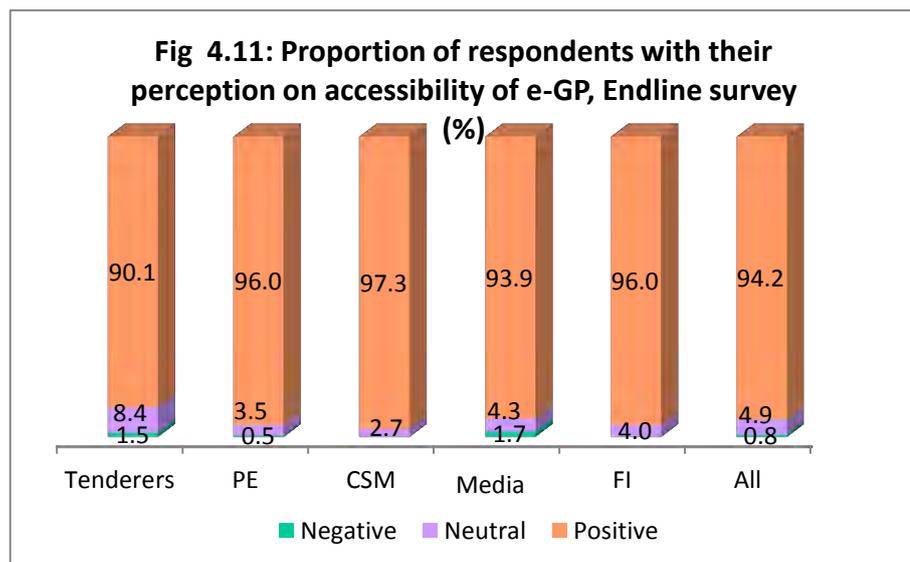
The combined rating for regarding accessibility of e-GP found that the e-GP system was rated

overwhelmingly accessible by all the respondents in the Endline survey (mean score of 9.0). This was significantly higher than the mean score derived for all respondents in



the tracking survey (mean score 8.1). Similar to earlier aspects, e-GP was considered as highly accessible by the respondents from the procuring entities (mean score 9.3) (Figure 4.10).

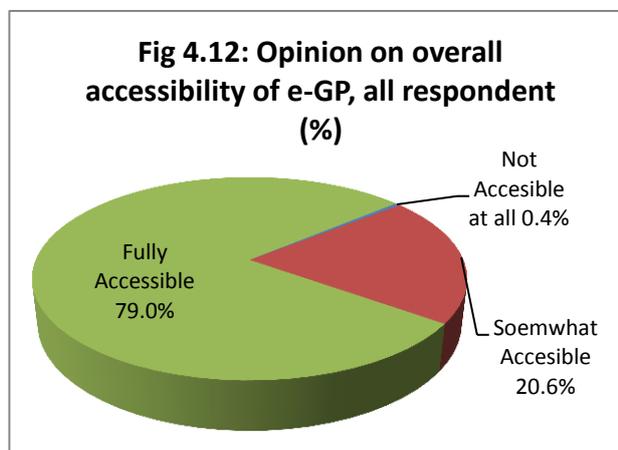
The advanced multivariate analysis (Reliability Analysis, Factor Analysis, and composite scale), revealed that e-GP was considered accessible consistently by wide majority of the respondents from all categories. By and



large, a handful of the respondents from tenderers (8%) and media professions (4%) expressed neutral attitude on the query (Figure 4.11).

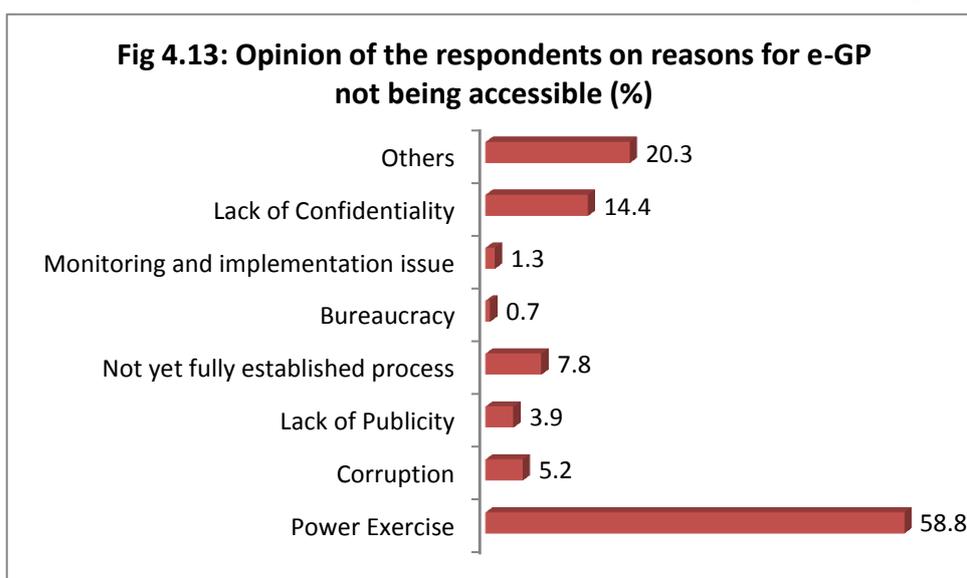
Opinion on Accessibility and Perceived Reasons for e-GP not being Accessible

Regarding overall accessibility of e-GP, 79 percent of the total respondents opined the e-GP process as fully accessible. Less than one-third of them opined otherwise (31%). Lack of accessibility was more pronounced by the respondents from Tenderers and PE (Figure 4.12).



When the respondents with opinion of lack of accessibility of e-GP process was asked open question regarding the reasons, a large proportion of them mentioned about power exercise for making the process inaccessible (59%).

Of the other reasons included lack of confidentiality, corruption, lack of publicity, not yet fully established process, etc. (Figure 4.13).



4.2.4 Perception on the Efficiency of e-GP

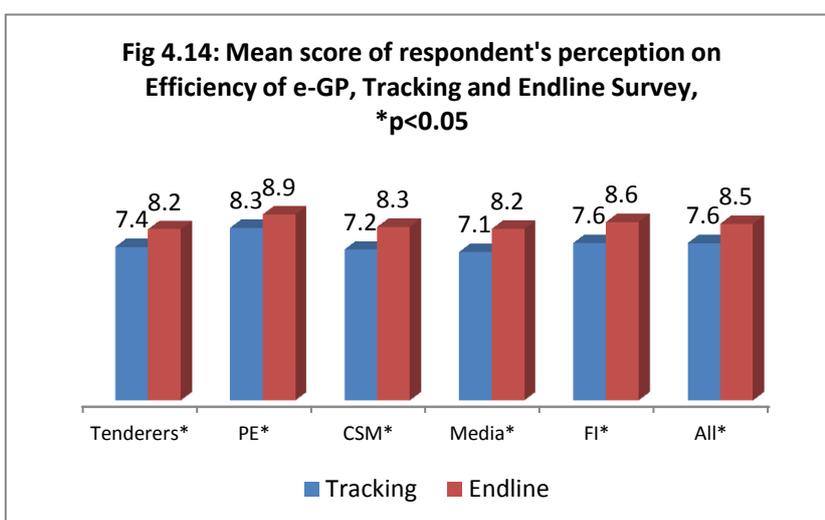
Rating the statements regarding the efficiency of e-GP, near about 90 percent of the respondents strongly agreed that due to e-GP, 'processing of tendering time has decreased'. The other two statements 'bureaucratic complications have lessened' (77%) and 'Quality of work has improved' (72%) were strongly agreed by around three-fourths of the respondents. In the tracking survey, 47 percent to 76 percent of the respondents agreed to these statements. Large majority of the respondents from the civil society members, financial institutions, and procuring entities had similar agreement regarding the statements (Table 4.4).

Table 4.4: Percentage distribution of the respondents who had positive perception on efficiency indicators of e-GP (%)

Strong agreement with the statements on Efficiency	Tenderers	PE	CSMs	Media	FI	Total
Processing of tendering time has decreased						
Tracking Survey (n=397)	66.3	86.6	72.2	74.3	80.0	75.8
Endline Survey (n=729)	83.7	90.0	94.5	89.6	92.1	89.2
Bureaucratic complications have lessened						
Tracking Survey (n=397)	46.9	78.4	44.4	47.1	56.7	55.7
Endline Survey (n=729)	65.5	92.0	74.5	66.1	85.1	77.0
Quality of work has improved						
Tracking Survey (n=397)	49.0	60.8	37.5	32.9	46.7	46.6
Endline Survey (n=729)	75.4	83.0	60.0	65.2	60.4	71.5

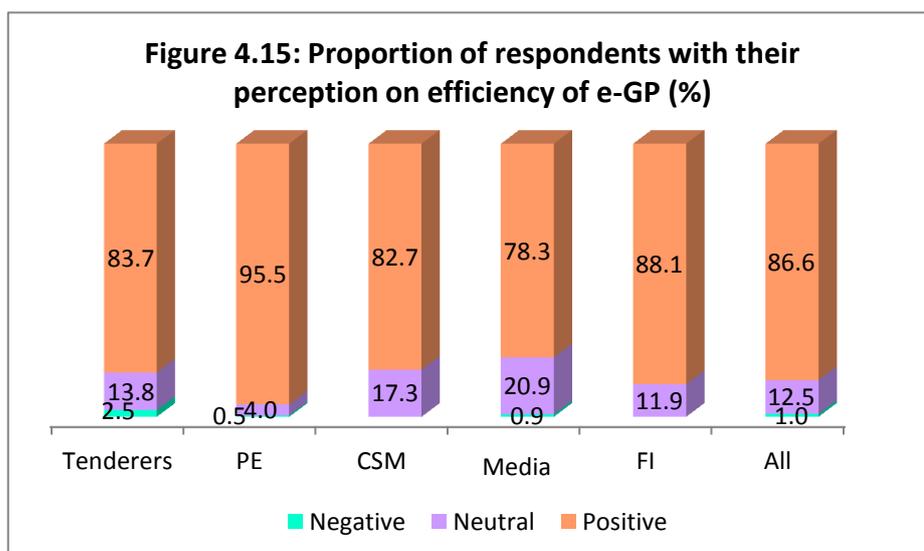
PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

The combined mean score found that overall, efficiency of the e-GP was highly rated by all the respondents in the Endline survey (mean score of 8.5), which was significantly higher compared to the mean score of efficiency found in the tracking survey (mean score of 7.6).



Similar to earlier aspects, e-GP was considered as highly efficient by the respondents from the procuring entities (mean score of 8.9) (Figure 4.14).

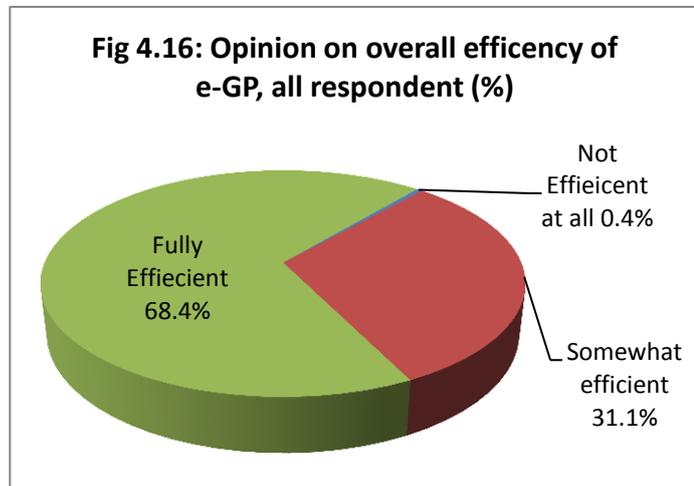
The advanced multivariate analysis (Reliability Analysis, Factor Analysis, and composite scale) revealed that e-GP was considered efficient by 96 percent of the respondents from procuring entities,



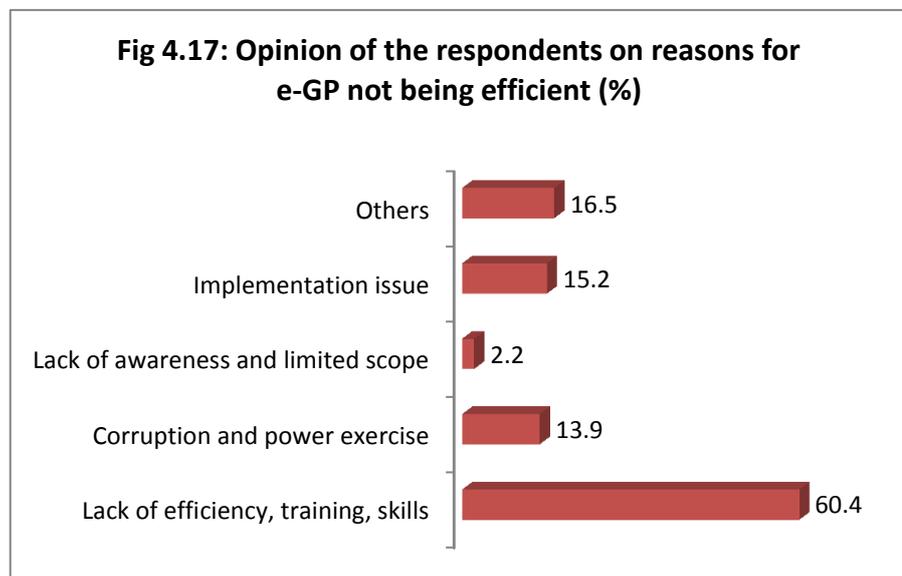
which was followed by 88 percent of the respondents from financial institution. From one-tenth to one-fifth of the respondents had neutral attitude towards efficiency of e-GP (Figure 4.15).

Opinion on Efficiency of e-GP and Perceived Reasons for Inefficiency

When the respondents were asked to opine on overall efficiency of the e-GP process, 69 percent of them mentioned the process as fully efficient. On the other hand, higher proportion of the respondents from tenderers, Media and CSM stated that the e-GP was somewhat efficient or not efficient at all (Figure 4.16).



Respondents, who opined that the e-GP process was somewhat efficient or not efficient at all, further explained the reasons for their opinion. Around three-fifths of the respondents mentioned about lack of efficiency of the personnel involved, including lack of training and skills (60%). The other reasons mentioned by the respondents included implementation issue (15%), corruption and power exercise (14%), and so on (Figure 4.17).



4.2.5 Perception on the Accountability of e-GP

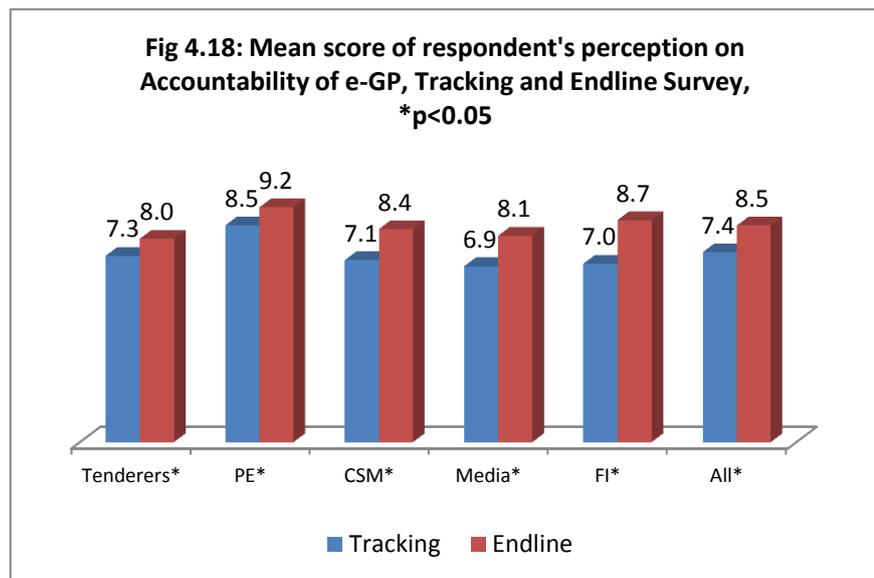
The accountability statements were agreed to around four-fifths of the respondents, such as, due to e-GP, accountability has been established (81%) and ‘through e-GP, equal opportunities have been established for everyone’ (78%). More than half of the respondents in the tracking survey had agreed to these statements (55%). Overwhelming proportion of the respondents from the procuring entities in the Endline survey expressed strong positive opinion on these statements (Table 4.5).

Table 4.5: Percentage distribution of the respondents who had positive perception on accountability indicators of e-GP system (%)

Strong agreement with the statements on Accountability	Tenderers	PE	CSMs	Media	FI	Total
Accountability has been established						
Tracking Survey (n=397)	53.1	80.4	45.8	45.7	36.7	54.7
Endline Survey (n=729)	75.4	93.5	76.4	71.3	81.2	80.7
Equal opportunities have been established for everyone						
Tracking Survey (n=397)	58.2	86.6	45.8	50.0	53.3	60.7
Endline Survey (n=729)	68.5	91.0	78.2	73.9	77.2	78.2

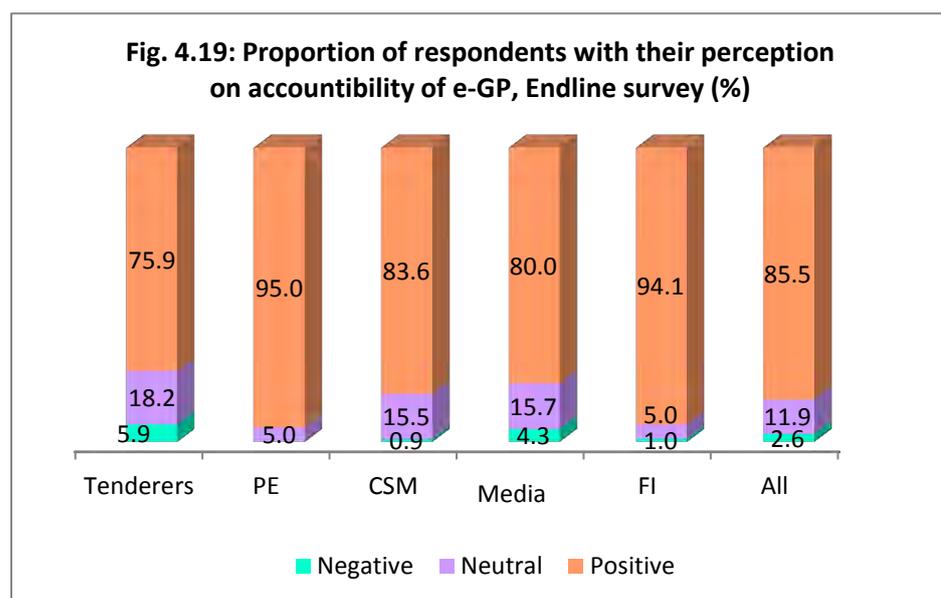
PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

After combination of these statements, overall, the e-GP system was considered highly accountable by all the respondents in the Endline survey (mean score of 8.5); this was significantly higher than the mean score of accountability (mean score of 7.4) in the tracking survey. The high rating was more



prevalent among the respondents from the procuring entities (mean score 9.2) compared to the other categories of respondents (Figure 4.18).

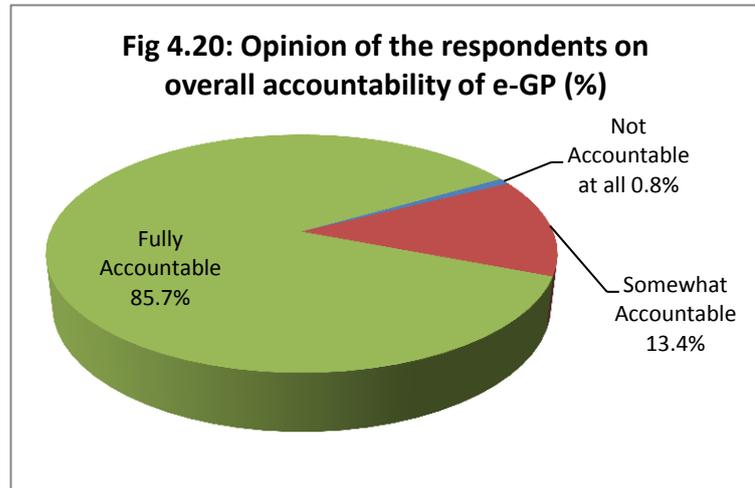
The advanced multivariate analysis (Reliability Analysis, Factor Analysis, and composite scale) indicated that e-GP was considered accountable by almost all of the respondents from procuring entities



(95%), followed by respondents from financial institution (94%). However, around similar proportion of the respondents from tenderers (18%), CSM (16%), and Media (16%) had neutral opinion on the issue (Figure 4.19).

Opinion on Accountability and Perceived Reasons for e-GP for being not Accountable

When the respondents were asked to opine on overall accountability of the e-GP process, 86% of them mentioned the process as fully accountable. On the other hand, higher proportion of the respondents from CSM and Media stated that the e-GP was somewhat efficient or not efficient at all (Figure 4.20).



Respondents, who opined that the e-GP process was somewhat accountable or not accountable at all, further explained the reasons for their opinion. More than half of the respondents

mentioned about corruption, power exercise and interference (56%) as the reasons for e-GP not being accountable. Another more than one-fourth of the respondents mentioned that e-GP is not



accountable due to bureaucracy (27%) (Figure 4.21).

4.2.6 Perception about Barriers of e-GP

Ratings regarding the statements focusing on barriers of e-GP found that overall, near about two-thirds of the respondents were in strong disagreement that the tender system had become complicated (62%) in the Endline survey, which was much lower in the tracking survey (16%). This opinion was almost similar across all categories of the respondents in the Endline survey. Further, more than one-fourth of the respondents, by and large, similar

across all categories, strongly disagreed that internet facility is not widely available and server is slow. This was little higher in the tracking survey as 30 percent of the total respondents had the same opinion (Table 4.6).

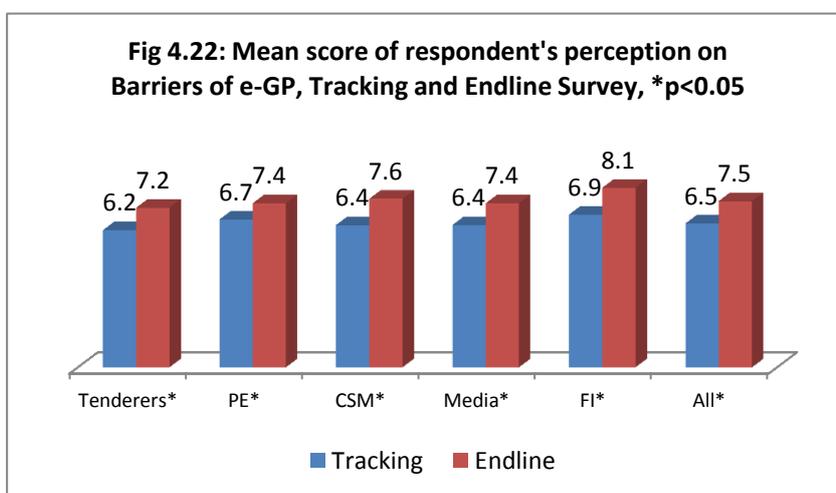
Being asked about confidentiality, a handful of the respondents in the Endline survey were strongly in the opinion that no confidentiality is maintained in e-GP (4%) and 78 percent of the respondents strongly disagreed with the statement. The trend of agreement with the statement was exactly the opposite in the tracking survey (strongly agreed: 64% and strongly disagreed: 10%). Agreement on the statement was found consistent across the categories of respondents in the Endline survey. On the other hand, less than half of the respondents in the Endline survey strongly disagreed that bank service is not quick, easy and charge high (45%), which was 24 percent in the tracking survey. More than one-third of the respondents in the Endline survey, further, possessed neutral perception on the bank service (Endline: 36% vs. Tracking: 40%) (Table 4.6).

Table 4.6: Percentage distribution of the respondents who had positive perception on barriers of e-GP (%)

Strong agreement with the statements on Barriers	Tenderers	PE	CSMs	Media	FI	Total
Tender system became complicated						
Tracking Survey (n=397)	42.9	54.6	50.0	42.9	45.0	47.4
Endline Survey (n=729)	6.9	6.0	5.5	4.3	4.0	5.6
Internet facility is required which is not widely available, server slow						
Tracking Survey (n=397)	34.7	34.0	31.9	38.6	33.3	34.5
Endline Survey (n=729)	14.3	18.5	10.0	15.7	14.9	15.1
No confidentiality is maintained						
Tracking Survey (n=397)	67.3	75.3	56.9	54.3	61.7	64.2
Endline Survey (n=729)	3.4	4.0	3.6	5.2	1.0	3.6
Bank service is not quick and easy and charge is high						
Tracking Survey (n=397)	23.5	41.2	31.9	24.3	68.3	36.3
Endline Survey (n=729)	20.7	9.0	7.3	8.7	2.0	11.0

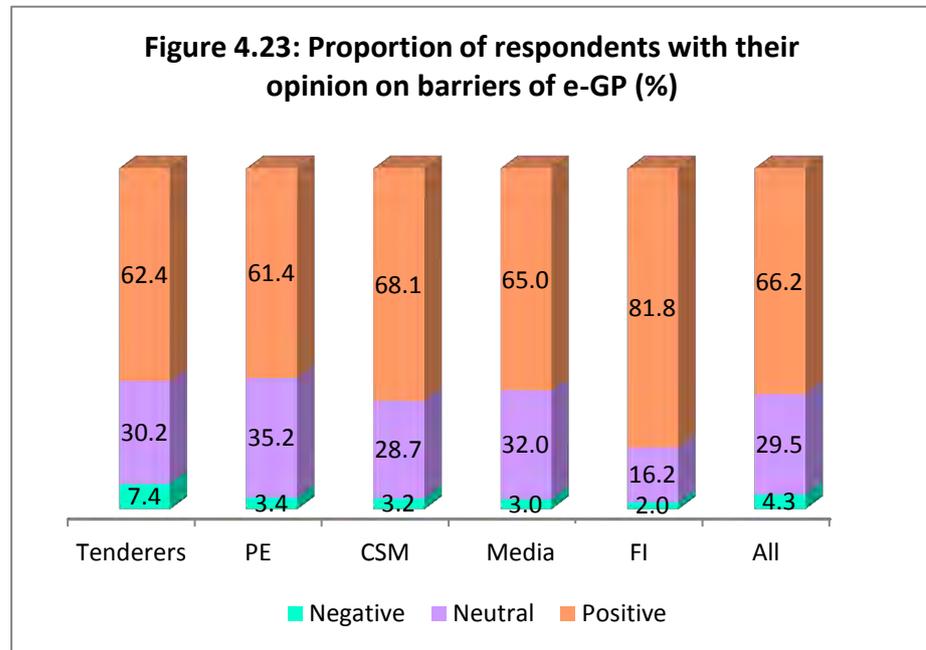
PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

The combined ratings of barriers of e-GP found that e-GP system was somewhat accepted by all the respondents with somewhat high level of barriers as the mean rating score was 7.5 in the Endline survey. This was more or less consistent across all the categories,



yet, with further more among respondents from financial institutions (mean score 8.1) and those from CSM (mean score 7.6). The differences between the mean scores regarding barriers of e-GP was found consistently significantly higher in the Endline survey compared to that found in the tracking survey (Figure 4.22).

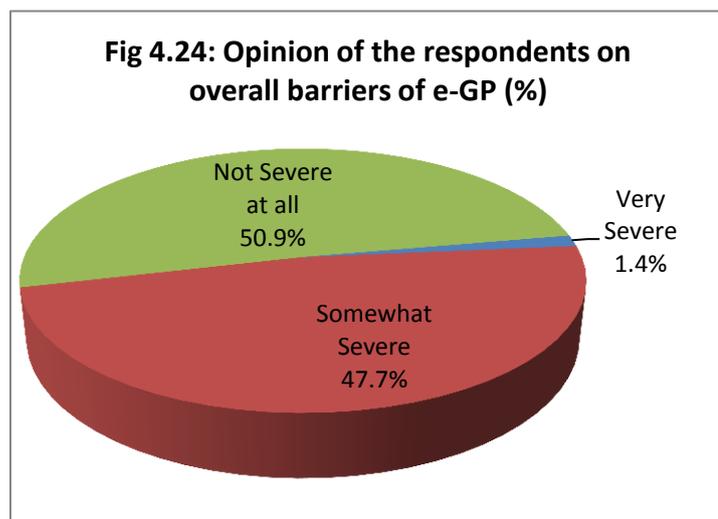
The advanced multivariate analysis (Reliability Analysis, Factor Analysis, and composite scale) also indicated that e-GP system was considered to have some barriers by higher proportion of the respondents from financial institution (82%). From 29 percent to



35 percent of the respondents from all categories, except those financial institution, possessed neutral perception on the barriers of e-GP (Figure 4.23).

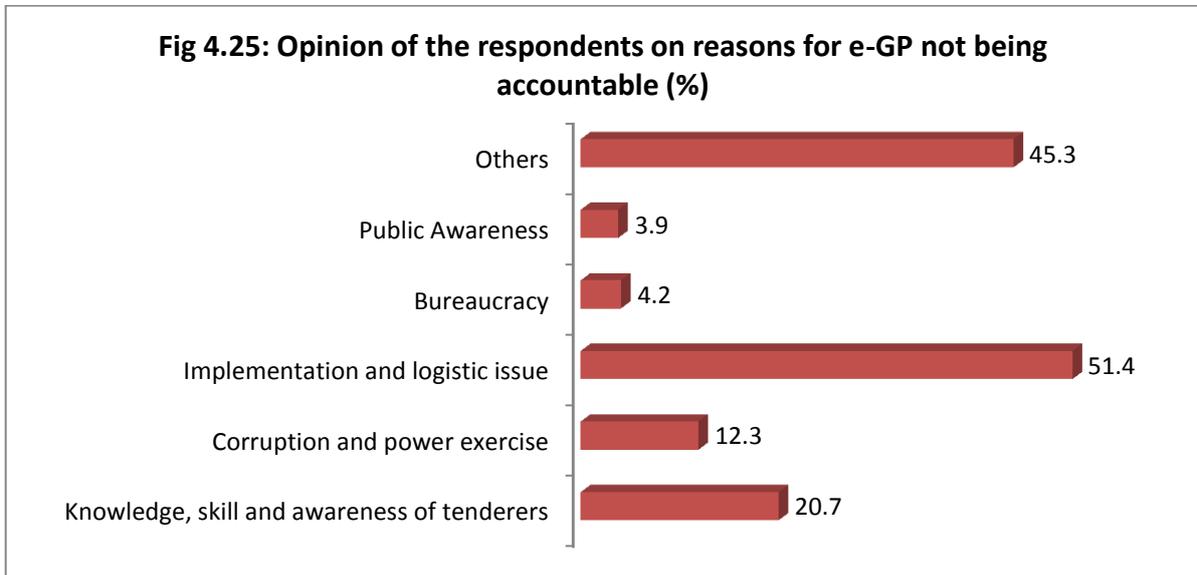
Opinion on Barriers of e-GP and Perceived Reasons for the Severity of Barriers

When the respondents were asked to opine on overall barriers of the e-GP process, half of the respondents mentioned that the process does not have severe barriers at all (51%). On the other hand, almost similar proportion of the respondents of all the categories opined that the barriers of e-GP system were somewhat or very severe (Figure 4.24).



Respondents, who opined that the barriers of e-GP system were somewhat or very severe, further explained the reasons for their opinion. More than half of the respondents mentioned about implementation and logistic issue as the barriers (51%) while 21 percent of the respondents mentioned about knowledge, skill and awareness of tenderers as the barriers. Another about half of the

respondents mentioned of a variety of aspects as barriers for e-GP (45%), which mainly included issues with internet facility, server connectivity, banking process in releasing money, experience requirements, etc. (Figure 4.25).



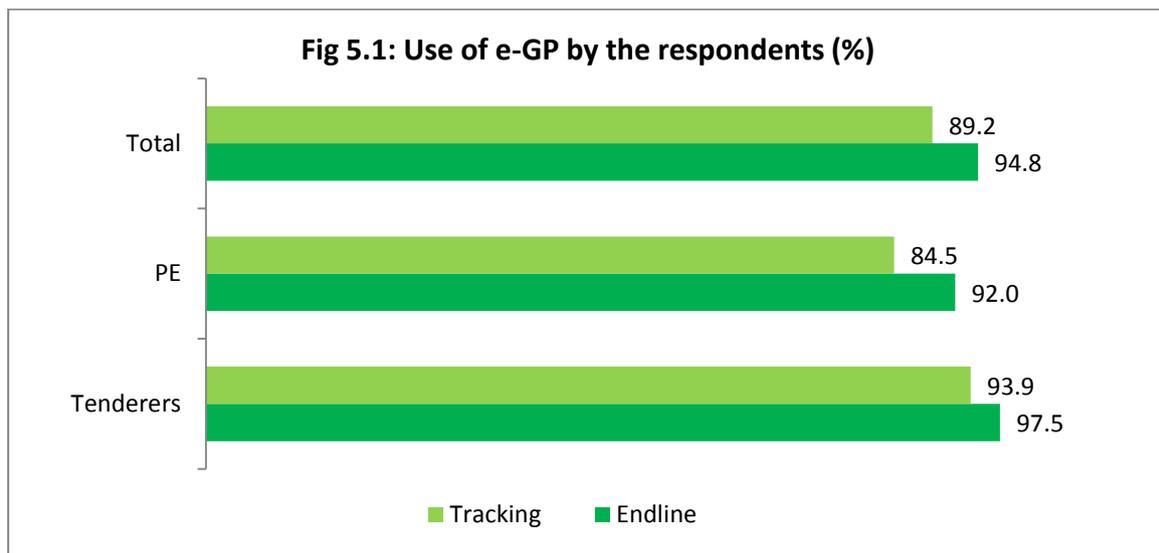
CHAPTER 5

Findings: Use of e-GP and Satisfaction

5.1 Use of e-GP

5.1.1 Use of e-GP by the Respondents

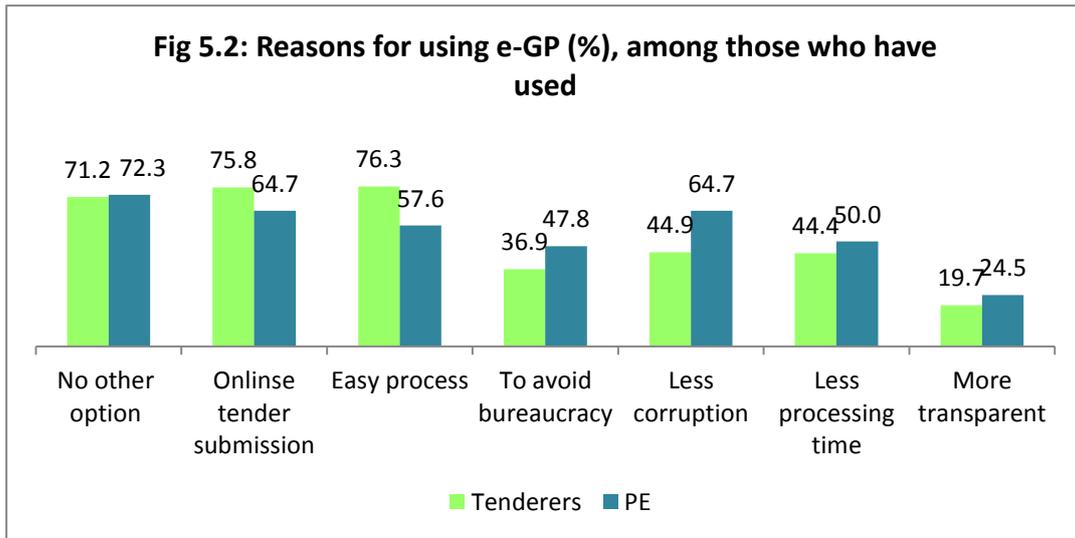
The respondents from the procuring entities and the tenderers were then asked if they use e-GP in procurement system. Almost all of the respondents in the Endline survey (95%) reportedly had used e-GP, the proportion of which increased from the tracking survey (89%). The use of e-GP found to be increased among both the tenderers (Endline: 98% vs. Tracking: 94%) and the respondents from the procuring entities (Endline: 92% vs. Tracking: 85%) (Figure 5.1).



5.1.2 Reasons for Using e-GP

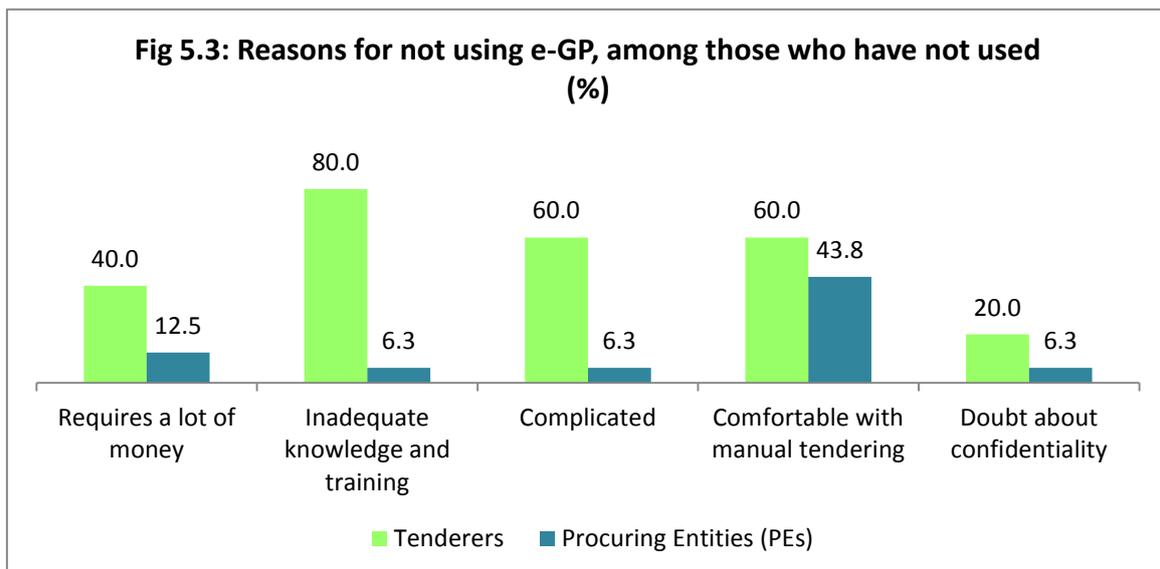
The respondents who were using e-GP were asked about the reasons for using the system. Different reasons were mentioned by the tenderers and the respondents of procuring entities. About three-fourths of the tenderers reported about easy process (76%) and online submission (76%) compared to 58 percent and 65 percent of the respondents from PE, respectively. No other option was reported by almost equal proportion of the respondents from tenderers (71%) and procuring entities (72%).

On the other hand, higher proportion of respondents from procuring entities compared to tenderers mentioned about less corruption (65% vs. 45%), less processing time (50% vs. 44%) and avoiding bureaucracy (48% vs. 37%) (Figure 5.2).



5.1.3 Reasons for not Using e-GP

The respondents from tenderers and the procuring entities, who were not using e-GP, reported about different reasons for not using e-GP. Four-fifths of the tenderers (80%) mentioned that they did not use e-GP because of not having adequate knowledge and training on e-GP. Equal proportion of the tenderers further mentioned about complication (60%) and comfort with manual tendering (60%) as other reasons for non-use. Comfort with manual tendering was also mentioned by 44 percent of the respondents from procuring entities (Figure 5.3).



5.2 Satisfaction Regarding Public Procurement Rules

The study also intended to assess the level of satisfaction among the respondents regarding Public Procurement Rules (PPR). The respondents were read out few sentences about different satisfaction issues related to PPR and they were asked to respond on a ten-point scale, 1 being the lowest (strongly dissatisfied) and 10 being the highest (strongly satisfied).

More than three-fourths of the respondents strongly agreed that they were satisfied with the public procurement practices (77%) during the Endline survey. The overall satisfaction level with the procurement practices was found to be increased from that in the tracking survey (62%). Overwhelming proportion of the respondents from procuring entities during the Endline survey (92%) agreed to the satisfaction related statement, which was similar in the tracking survey (92%) (Table 5.1).

Similarly, agreement with the statement 'I am satisfied with e-GP' also increased from tracking survey (66%) to the Endline survey (87%). Further, around three-fourths of the respondents in the Endline survey strongly admitted that they were satisfied with proper utilization of public fund through public procurement (71%), which was much lower in the tracking survey (48%) (Table 5.1).

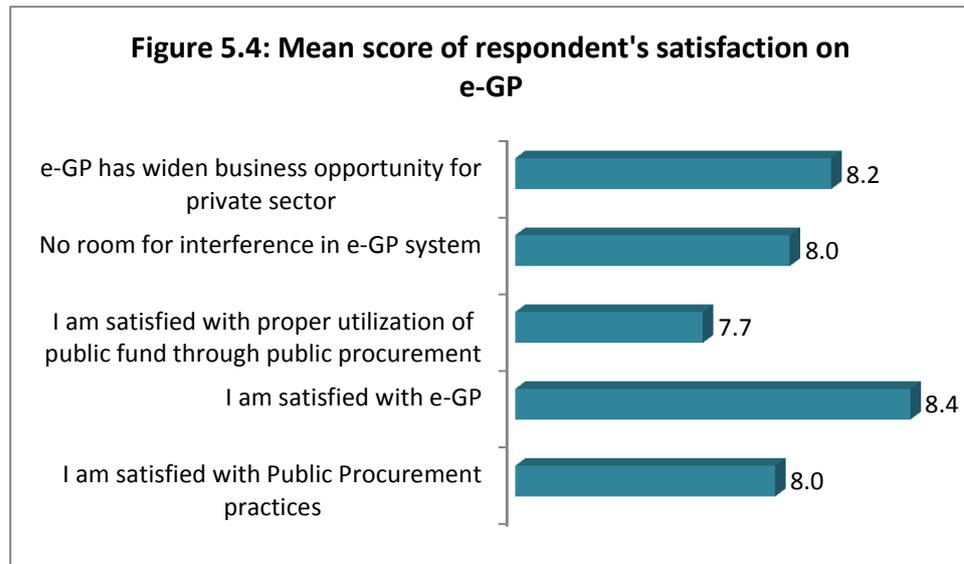
Table 5.1: Percentage distribution of the respondents according to their satisfaction regarding public procurement rules (%)

Satisfaction on PPR	Tracking Survey (%)						Endline Survey (%)					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
I am satisfied with Public Procurement practices												
Highly satisfied	59.2	90.7	57.3	37.1	51.7	61.5	69.0	92.0	63.4	73.3	80.2	76.6
N	98	97	75	70	60	400	203	200	112	116	101	732
I am satisfied with e-GP												
Highly satisfied	64.3	88.7	60.0	44.3	63.3	65.8	82.8	92.5	83.9	81.0	91.1	86.5
N	98	97	75	70	60	400	203	200	112	116	101	732
I am satisfied with proper utilization of public fund through public procurement												
Highly satisfied	48.0	76.3	37.3	34.3	31.7	48.0	70.0	86.0	50.0	60.3	78.2	70.9
N	98	97	75	70	60	400	203	200	112	116	101	732
No room for interference in e-GP system												
Highly satisfied	58.2	75.3	49.3	31.4	50.0	54.8	77.8	95.5	68.8	67.2	73.3	79.0
N	98	97	75	70	60	400	203	200	112	116	101	732
e-GP has widen business opportunity for private sector												
Highly satisfied	63.3	71.1	50.7	48.6	63.3	60.3	76.8	89.0	78.6	76.7	85.1	81.6
N	98	97	75	70	60	400	203	200	112	116	101	732

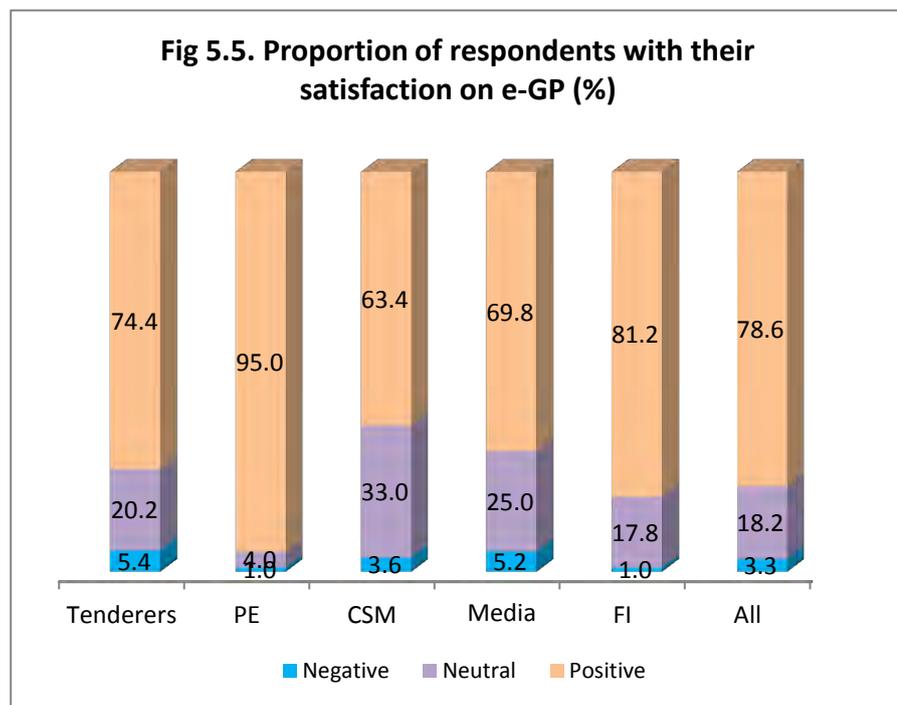
PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

With the statement ‘there is no room for interference in e-GP system’, near about four-fifths of the respondents in the Endline survey were in strong agreement (79%) compared to around half of the respondents in the tracking survey (55%). This was found little high among the respondents from procuring entities (Endline: 96% vs. Tracking: 75%). Similarly, 82 percent of the respondents in the Endline survey strongly admitted that e-GP had widen business opportunity for private sector, which was 60 percent in tracking survey. This was found consistent for respondents across the categories (Table 5.1).

Overall, satisfaction level was found higher among the respondents regarding e-GP (mean score of 8.4) while was low regarding the utilization of public fund (mean score of 7.7) (Figure 5.4).



Furthermore, advanced multivariate analysis was conducted to get an understanding of the collective opinion of all the respondents regarding the satisfaction of the PPR. The analysis was done using Reliability Analysis (Chronbach’s alpha), Factor Analysis, partial correlation and a composite three-point approval scale was derived, grouped as negative, neutral, and positive. The results of all composite index analysis revealed that satisfaction of e-GP was overwhelmingly prevalent among respondents from procuring entities (95%) compared to the respondents from financial



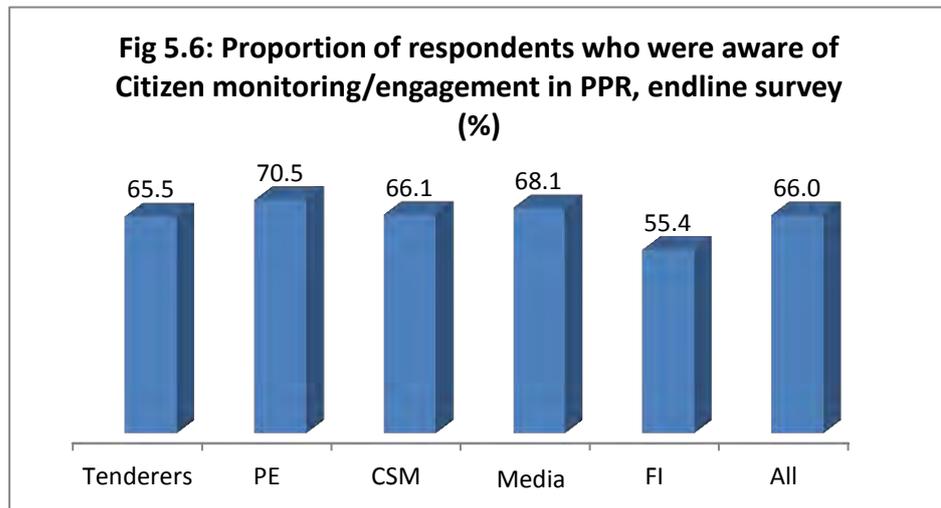
respondents from procuring entities (95%) compared to the respondents from financial

institutions (81%) and respondents from tenderers (74%). However, one-third of the respondents from civil society members (33%), one-fourth from media professions (25%) and one-fifth from the tenderers (20%) had neutral opinion towards the issue (Figure 5.5).

Knowledge on Citizen Monitoring/engagement in Public Procurement

Citizen monitoring or engagement refers to monitoring by external individuals/groups in diverse contexts

(e.g. intervention activities) and provision of feedback to agents/beneficiaries. The study also intended to assess the level of awareness among the respondents regarding the citizen monitoring



in PPR. Being asked about the awareness, overall two-thirds of the respondents reported affirmative of knowing about citizen monitoring or engagement in PPR. This knowledge was more prevalent among the respondents from procuring entities (71%) and least among respondents from financial institutions (55%) (Figure 5.6).

5.3 Perception about Effectiveness of Citizen Monitoring/Engagement in Public Procurement

The study also intended to assess the perception of the respondents regarding the citizen monitoring/engagement through three specific aspects. The respondents were read out three statements related to citizen monitoring and they were asked to respond on a ten-point scale, 1 being the lowest (not effective at all) and 10 being the highest (highly effective). The three statements were related to quality of performance, quality of procurement process and building trust in PPR.

5.3.1 Quality of Performance

The respondents were asked to opine on the quality of performance considering the time duration, transparency, accountability, proper use of materials, etc. and during the Endline survey, about 70 percent of the respondents rated the quality as highly effective (69%). The overall positive attitude was more prevalent among the respondents from procuring entities (78%) (Table 5.2).

5.3.2 Quality of Procurement Process

Similarly, the respondents were asked about the quality of procurement process in terms of following PPR, participation, evaluation process, timely payment of wages/bills, etc. According to the findings, little less than two-thirds of the respondents (63%) in the Endline survey were in the opinion that the procurement process is highly effective. This was rated as highly effective by around half of the respondents (46%) in tracking survey. The overall mean score for the quality of procurement process was 7.5 indicating high level of effectiveness of the process, as per the respondents (Table 5.2).

5.3.3 Building Trust in Procurement Process

Finally, the respondents were asked about trust in procurement process with regards to community satisfaction, government satisfaction, and so on. The analysis of the response indicated that among all the respondents, 72 percent in the Endline survey compared to 56 percent in tracking survey opined that the trust aspect was highly effective. However, the overall mean score of 8.0 further indicated that building trust in PPR was highly effective (Table 5.2).

Table 5.2: Opinion on effectiveness of citizen monitoring/engagement in public procurement (%)

Satisfaction on PPR	Tracking Survey (%)						Endline Survey (%)					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
Quality of performance (i.e. Time duration, Transparent, Accountability, Proper use of materials, etc.)												
Highly satisfied	50.0	67.5	50.0	23.4	43.6	49.8	70.7	78.0	55.4	65.8	62.5	68.7
Mean score	7.4	7.8	7.4	6.1	7.1	7.3	7.9	8.1	7.0	7.3	7.3	7.7
N	76	83	52	47	39	297	133	141	74	79	56	483
Quality of procurement process (i.e. Following PPR, Participation, Evaluation process, timely payment of wages/bills, etc.)												
Highly satisfied	39.5	61.4	50.0	29.8	38.5	45.8	67.7	72.3	48.6	55.7	60.7	63.4
Mean score	6.9	7.8	7.5	6.4	7.1	7.2	7.8	8.1	6.8	7.0	7.2	7.5
N	76	83	52	47	39	297	133	141	74	79	56	483
Building Trust in procurement process (i.e. Community satisfaction, government satisfaction, etc.)												
Highly satisfied	52.6	81.9	51.9	31.9	41.0	55.9	69.2	80.1	61	68.4	75.0	71.6
Mean score	7.4	8.3	7.4	6.4	7.0	7.5	7.8	8.5	7.6	7.7	7.7	8.0
N	76	83	52	47	39	297	133	141	74	79	56	483

* Small base

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

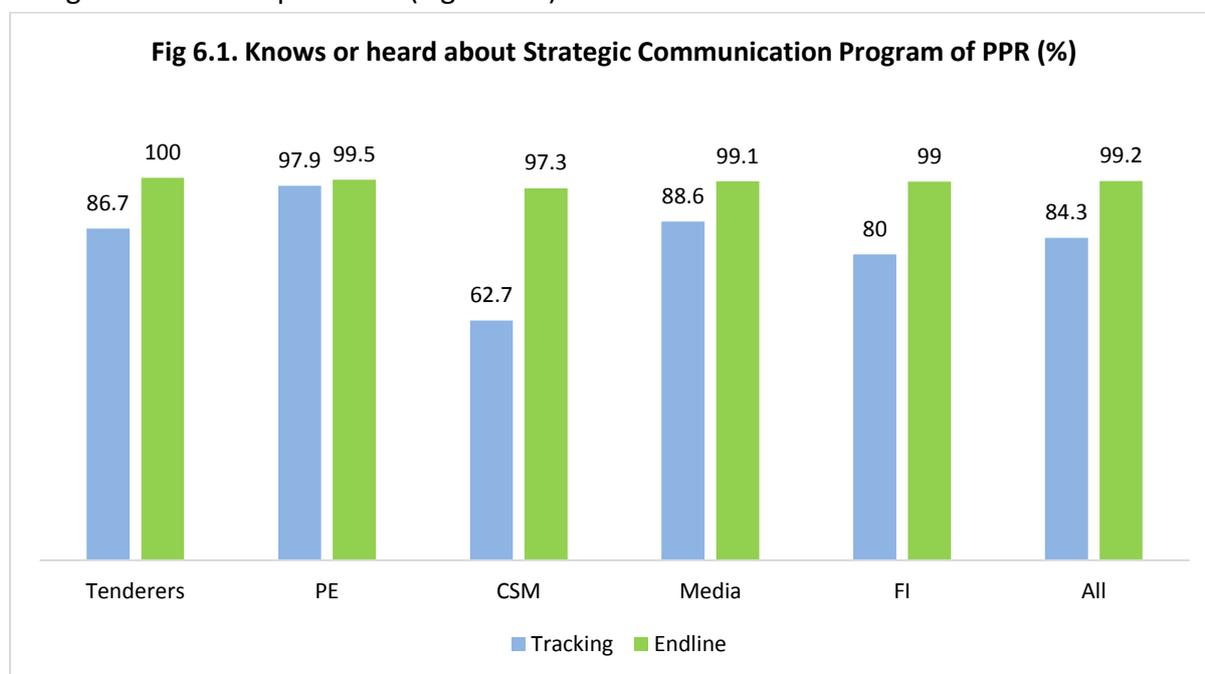
CHAPTER 6

Findings: Knowledge & Perception on SCP

6.1 Knowledge on SCP Interventions

6.1.1 Knowledge on SCP

All the respondents were asked if they had heard about any social awareness program or Strategic Communication Program (SCP) related to PPR or e-GP. Responding to the query, almost all of the respondents (99%) reported positively, which was consistent across the categories of the respondents (Figure 6.1).



6.1.2 Type of Activities of SCP

The respondents were further asked about the type of SCP activities. Responding to the query, three-fourths of the respondents mentioned about e-GP awareness workshop (75%) while 54 percent of the respondents could recall about the mobile SMS. Workshops were reported by higher proportion of respondents from procuring entities (88%), tenderers (82%) and media (67%). Further, one-third of the respondents (33%) mentioned about PPR related meetings as the SCP activities they could remember (Table 6.1).

Table 6.1: Respondents who knew about different type of SCP activities, Endline survey (%)

Types of activities	Categories of respondents					
	Tenderers	PE	CSMs	Media	FI	Total
e-GP awareness workshop	82.3	87.9	55.0	67.0	67.0	75.2
Mobile SMS	62.6	58.8	42.2	40.9	56.0	54.1
PPR-related meeting	35.0	51.8	21.1	19.1	22.0	33.2
E-mail message	33.5	33.7	21.1	24.3	33.0	30.2
TV program <i>Sarkari Kroye Sanglap</i>	27.1	30.7	25.7	26.1	23.0	27.1
TV spot/song	25.1	26.6	22.9	30.4	27.0	26.3
Poster & Sticker	25.1	29.1	18.3	25.2	22.0	24.8
Digital Billboard	22.2	30.7	21.1	24.3	20.0	24.4
Meeting of 'Government Contractor Forum' (GCF)	25.1	33.7	13.8	15.7	13.0	22.6
Cartoon series in any newspaper	5.9	7.0	11.0	13.0	7.0	8.3
N	203	199	109	115	100	726

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

6.2 Perception about Effectiveness of SCP

For each of the SCP activities, the respondents were asked to opine about its effectiveness. The respondents were asked to rate the effectiveness in a 10-point scale, 1 being the lowest rate (not effective at all) and 10 being the highest rate (highly effective). According to the respondents, social awareness training and Meeting of 'Government Contractor Forum' (GCF) were considered as highly effective (mean score 8.6 for both), found consistent across all categories of the respondents. Similarly e-GP awareness workshop (8.5), mobile SMS (mean score 8.4), e-mail messages (mean score 8.4), Radio Spot/Song (mean score 8.3), TV Spot/Song (8.3), PPR related meetings (mean score 8.2), Cartoon Series in any Newspaper (8.1) and Digital Billboard (8.0) were found to be highly effective as per the respondents.

However, except for Cartoon Series in any Newspaper, all other activities were rated as highly effective by respondents from procuring entities, tenderers and financial institutions. Cartoon Series in any Newspaper was considered as highly effective more by the tenderers compared to the other categories (Table 6.2).

Table 6.2: Mean effectiveness rating on SCP program on a ten point scale

SCP activities	Mean effectiveness rating					
	Tenderers	PE	CSMs	Media	FI	Total
Meeting of 'Government Contractor Forum' (GCF)	9.8	8.0	8.6	8.1	8.3	8.6
e-GP awareness workshop	8.4	8.4	8.6	8.6	8.6	8.5
Mobile SMS	8.6	8.1	8.5	8.4	8.5	8.4
E-mail message	8.7	8.2	8.7	7.9	8.3	8.4
Radio Spot/Song	8.0	9.0	7.3	9.2	8.4	8.3
TV Spot/ Song	8.2	8.1	8.4	8.7	8.3	8.3
Poster and Sticker	8.4	8.4	8.4	7.9	8.9	8.3
PPR related meeting	7.8	8.4	8.1	8.4	8.6	8.2
Cartoon Series in any Newspaper	8.5	7.9	7.8	8.2	8.4	8.1
Digital Billboard	7.9	8.1	7.7	7.8	8.4	8.0
TV Program <i>Sarkari Kroye Sanglap</i>	7.4	7.9	8.4	8.0	8.0	7.8

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

CHAPTER 7

Conclusion & Recommendations

7.1 Conclusion

The Endline survey found high level of knowledge about and satisfaction on the current process of public procurement in Bangladesh. Tenderers, Procuring Entities (PE), Civil Society Members (CSM), Professionals from Financial Institution (FI) and Media from all the divisional towns and two other randomly selected districts of the country were contacted for the survey. The findings from the Endline survey was compared with those from the earlier two surveys and found a substantial and significant improvement in the perception on different aspects of PPR and e-GP system.

Of the total respondents, a high level of knowledge and satisfaction was found regarding different aspects of Public Procurement Rules and the e-GP system. However, the level of dissatisfaction and criticism were mainly focused on the human touch of the system. For instance, some of the respondents still were not fully aware of the process, which necessitates wider coverage of dissemination, continuation of awareness raising activities and ensuring detailed knowledge for the stakeholders.

The issues raised by the respondents, which hinder PPR and e-GP process were almost same. Corruption, political interference, power exercise, bureaucracy, lack of proper knowledge, lack of monitoring, and problem in implementation were most commonly stated issues by the respondents, which they thought would require intervention on to make the process more usable and acceptable.

Citizen monitoring or engagement in PPR was also known to considerable proportion of the respondents across locations. Both the quality of the performance of PPR and the procurement process was reported as highly effective by two-thirds of respondents, ensuring a high level of acceptance in terms of following PPR, participation, evaluation process, timely payment of wages/bills, etc.

Social awareness program or Strategic Communication Program (SCP) related to PPR or e-GP was known to all of the respondents. The respondents found workshop and mobile SMS as most effective communication channels.

7.2 Recommendations

Based on the above findings, the study recommends the following-

- **Wide dissemination:** Knowledge of the current process of public procurement was little less among PE and media personnel. One possible reason of such a drop could be the samples were taken from districts beyond the divisional town. This might indicate that not everyone across the country is equally aware of the public procurement rules. Under the PPR, e-GP has been introduced and all the stakeholders need to know about this also. This necessitates the dissemination of the information, throughout the country, with equal emphasis. Mass Media could be the best option in this regard because of its wider coverage. Continuation of the information dissemination would ensure increase in knowledge among the relevant stakeholders. During last time, TVCs and/or radio spots under SCP was broadcasted vastly and disseminated much information about e-GP. However, it could be included in such SCP that e-GP is a reformation which has been done under PPR. Therefore, informative messages on PPR could be added in such TVCs and/or radio spots, so that all stakeholders can have a clear understanding about PPR as well as e-GP system.
- **Improved internet facility:** In different instances respondents expressed dissatisfaction regarding poor internet facility, connectivity with the server, internet speed, etc. On the other hand, of the respondents who thought that e-GP is not accessible to all, more than one third mentioned about problems with server, network, or internet. As internet facility is a basic required for implementing e-GP, therefore it needs to be available to all and server needs to work fast.
- **Removing bureaucratic complications:** While more than three fourths of the respondents thought e-GP has lessened the bureaucratic complications, a substantial proportion possessed strong opinion on bureaucratic complication and believed of its existence. A small proportion of the respondents also thought that the e-GP process is somewhat transparent or not transparent at all because of its bureaucratic complications. Therefore, easier and well accepted steps can be added in the system to remove bureaucratic complication which will make the tendering process faster and transparent to all.
- **Training for the potential e-GP users:** The respondents who thought that e-GP is not an efficient process, more than one third of them mentioned about lack of proper training as responsible for that. Further, more than one-tenth of the respondents who thought that e-GP is somewhat accessible or not accessible at all emphasized on the needs of the training to understand e-GP. This clearly indicates that the potential

e-GP users need to be well oriented on the process which would allow them to access and use it skillfully. Thus the survey findings strongly recommends for the arrangement of proper training for the e-GP users.

- **Free from political interference and power exercise to make e-GP more accountable:** Majority of the respondents were in strong opinion regarding accountability in tender process. Of the respondents, who thought that the e-GP is somewhat accountable or not accountable at all, made the political interference or power exercise responsible for that. For making the e-GP system accountable, it is urgent to make the process free from political interference and power exercise.
- **Initiate toolkit to make the process more transparent:** Although a large proportion of the respondents strongly agreed that PPR and e-GP has lessened corruption, however, still some of the respondents questioned about the corruption issue and thought the honest tenderers might not get work. Therefore, the study is recommending to derive a process which would bring transparency to the process and would be able to eliminate corruption, if any.
- **Making citizen monitoring process more visible:** Though citizen monitoring played a significant role in getting acceptance of e-GP, it needs to be more visible and effective to make the overall process of e-GP transparent, efficient and accountable.

Annexures

Annex A: Sampling Details

Below table details out the selected study districts:

Table A.1: Study areas for Endline survey

Sl.	Division	District			
1.	Dhaka	Dhaka	Narayanganj	Gopalganj	Manikganj
2.	Rajshahi	Rajshahi	Chapainawabganj	Sirajganj	
3.	Rangpur	Rangpur	Nilphamari	Lalmonirhat	
4.	Khulna	Khulna	Bagerhat	Jhenaidah	
5.	Chittagong	Chittagong	Cox's Bazar	Feni	
6.	Sylhet	Sylhet	Habiganj	Moulvibazar	
7.	Barisal	Barisal	Bhola	Patuakhali	

Sample Size Calculation:

The below statistical formula was used for the quantitative survey:

$$n = n1 / (1 + (n1 - 1) / N)$$

Where

$n1 = \text{First approximation} = z^2 pq / e^2$

$p = \text{Perception on transparent tendering process through e-GP system (proportion)} = 0.66$
 [ref: tracking survey of SACC & e-GP]

$q = 1 - p$

$Z = \text{Standard normal variate value at 95\% confidence level}$

$e = \text{Margin of error (5\%)}$

$N = \text{Total universe}$

Estimated total sample size is $n = 345$.

Considering design effect (2.0) and about 5% non-response, the total sample size will be **725** (Approximately).

Annex B: Analysis Procedure

Perception Analysis:

In the study, perception regarding PPR and e-GP was analyzed using different indicators. For PPR, five indicators were used to assess perception, including, Transparency, Effectiveness, Efficiency, Accountability and Barriers. On the other hand, for e-GP, perception was assessed using six indicators, namely, cost-effectiveness, transparency, accessibility, efficiency, accountability and barriers. Below are the analysis plans used for perception assessment-

- For each indicators, more than one statements were read out to the respondents were they were asked to rate each of the statement on a scale of 1 to 10, where,
 - 1 represents “strongly disagreed”
 - 10 represents “strongly agreed”
- For each of the statement, direct assessment was done through clubbing the responses as:
 - Top 3 ratings as ‘positive’ perception
 - Middle 4 ratings as ‘neutral’ perception
 - Bottom 3 ratings as ‘negative’ perception
- Further, the indicators were assessed using mean score. For each indicator, average of the ratings for each statements was calculated to investigate the pattern of perception on each of the indicator
- Finally, for composite analysis indexing was done. Reliability Analysis (Chronbach’s alpha), Factor Analysis, Partial Correlation and a Composite three-point agreement scale was calculated for all of the statements to assess the overall perception.

Direct assessment and mean score for each of the indicators were compared with the same results of tracking survey. Further, statistical test of significance was conducted to assess the difference between mean scores of the composite indicators derived from both the surveys under comparison.

Advanced Multivariate Analysis Procedure

For attitudinal indicators, the additive scales were developed by using following steps:

- ✓ All Attitudinal/opinion Indicators have been converted unidirectional
- ✓ All indicators under a particular theme have been added to arrive at an index using equal weightage
- ✓ The summative values have been re-categorized into three classes using the matrix below:

No of Indicators	Negative	Neutral	Positive
	Score Range		
4	4 - 9	10-15	16-20
3	3-6	7-10	11-15

- ✓ Cronbach's Alpha has been calculated using Reliability Analysis
- ✓ Partial Correlation has been calculated among the statements
- ✓ If Cronbach's Alpha is greater than 0.33 then index was calculated, if it is less than 0.33 iteration was carried out by dropping the indicator having maximum partial correlation or the entire analysis for that particular indicator was cancelled.
- ✓ The above steps were repeated to re-generate the index
- ✓ Also a factor analysis was conducted to arrive at the summative index of the indicators
- ✓ Finally, from a range of scores (either derived through additive model or through factor analysis), a composite three-point attitudinal scale was derived using equal weightage. The scales were named as negative, neutral and positive category, value ranged from lower to higher.
- ✓ If the distribution using equal weightage additive model showed too high neutral responses, the indexes derived through factor analysis were considered.

Annex C: Additional Tables

Table A1: Percentage distribution of the respondents according to their perception on transparency indicators of Public Procurement Rules (%)

Opinion on Transparency Indicators	Tracking Survey (%)						Endline Survey (%)					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
PPR has brought transparency in the current process of public procurement												
Negative (bottom 3)	4.1	1.0	2.7	5.7	3.3	3.3	2.0	0.5	3.6	2.6	-	1.6
Neutral	25.5	9.3	50.7	51.4	30.0	31.5	22.7	4.5	27.7	29.6	11.9	18.1
Positive (top 3)	63.3	89.7	45.3	35.7	66.7	62.0	75.4	95.0	68.8	67.8	88.1	80.3
Mean score	7.7	8.9	7.2	6.8	7.9	7.8	8.4	9.4	8.0	7.9	9.0	8.6
N	98	97	75	70	60	400	203	199	112	115	101	730
PPR has lessened Corruption												
Negative (bottom 3)	19.4	2.1	13.3	11.4	8.3	11.0	7.4	1.0	8.9	3.5	2.9	4.7
Neutral	37.8	17.5	50.7	64.3	40.0	40.3	29.1	10.5	35.7	47.8	18.8	26.6
Positive (top 3)	42.9	80.4	36.0	24.3	51.7	48.8	63.1	88.4	55.4	47.8	73.3	67.8
Mean score	6.6	8.5	6.2	6.0	6.9	6.9	7.5	8.9	7.3	7.1	8.1	7.9
N	98	97	75	70	60	400	203	199	112	115	101	730
PPR has reduced the undue power exercise/interference												
Negative (bottom 3)	12.0	5.0	7.0	14.0	13.0	10.0	5.4	1.5	5.4	5.2	0.9	3.7
Neutral	35.7	20.6	49.3	42.9	40.0	36.5	20.2	20.2	7.5	27.7	23.8	21.0
Positive (top 3)	52.0	74.2	44.0	42.9	46.7	53.5	74.4	91.0	66.1	55.7	72.3	74.4
Mean score	7.0	8.1	6.9	6.4	6.8	7.1	8.2	9.0	7.7	7.5	8.4	8.2
N	98	97	75	70	60	400	203	199	112	115	101	730

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Table A2: Percentage distribution of the respondents according to their perception on effectiveness indicators of Public Procurement Rules (%)

Perception on Effectiveness Indicators	Tracking Survey (%)						Endline Survey (%)					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
PPR has established equal opportunity for all												
Negative (bottom 3)	10.2	1.0	9.3	14.3	3.3	7.5	8.4	1.5	4.5	6.1	1.9	4.7
Neutral	30.6	20.6	42.7	50.0	50.0	36.8	34.5	8.5	25.0	33.0	27.7	24.8
Positive (top 3)	59.2	78.4	48.0	35.7	46.7	55.8	56.7	89.9	68.8	60.0	68.3	69.7
Mean score	7.4	8.4	6.8	6.3	7.2	7.3	7.8	9.2	8.4	8.2	8.8	8.4
N	98	97	75	70	60	400	203	199	112	115	101	730

Perception on Effectiveness Indicators	Tracking Survey (%)						Endline Survey (%)					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
PPR has ensured that the public fund is used in most optimum way												
Negative (bottom 3)	7.1	1.0	8.0	15.7	6.7	7.3	3.9	1.5	5.4	7.8	0.9	3.7
Neutral	37.8	21.6	49.3	44.3	43.3	38.0	25.1	12.6	36.6	29.6	27.7	24.5
Positive (top 3)	54.1	77.3	37.3	31.4	41.7	50.8	69.5	85.9	56.3	59.1	63.4	69.5
Mean score	7.3	8.4	6.5	6.1	6.6	7.1	8.0	8.8	7.4	7.3	7.9	8.0
N	98	97	75	70	60	400	203	199	112	115	101	730

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Table A3: Percentage distribution of the respondents according to their perception on efficiency indicators of Public Procurement Rules (%)

Perception on Efficiency Indicators	Tracking Survey (%)						Endline Survey (%)					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
PPR has lessened bureaucratic complications												
Negative (bottom 3)	15.3	2.1	6.7	7.1	6.7	7.8	8.4	1.5	4.5	4.3	-	4.1
Neutral	18.4	6.2	18.7	17.1	15.0	14.8	30.5	9.0	37.5	37.4	18.8	25.2
Positive (top 3)	39.8	78.4	33.3	40.0	56.7	50.5	60.6	89.4	57.1	56.5	79.2	69.9
Mean score	6.5	8.1	6.3	6.9	7.2	7.0	7.7	9.1	8.2	7.8	8.7	8.3
N	98	97	75	70	60	400	203	199	112	115	101	730
PPR Ensures that tender submission takes less time												
Negative (bottom 3)	5.1	1.0	0.0	1.4	0.0	1.8	2.5	-	0.9	0.9	-	1.0
Neutral	29.6	16.5	28.0	20.0	21.7	23.3	22.7	7.0	10.7	7.8	9.9	12.5
Positive (top 3)	65.3	82.5	72.0	78.6	78.3	75.0	74.9	92.5	88.4	91.3	87.1	86.0
Mean score	7.9	8.7	8.3	8.6	8.7	8.4	8.5	9.1	9.0	9.1	9.0	8.9
N	98	97	75	70	60	400	203	199	112	115	101	730
PPR Ensures that bill is paid within 28 days of assignment completion												
Negative (bottom 3)	37.8	5.2	6.7	14.3	15.0	16.5	8.4	1.5	4.5	6.1	1.9	4.7
Neutral	49.0	48.5	70.7	65.7	53.3	56.5	34.5	8.5	25.0	33.0	27.7	24.8
Positive (top 3)	13.3	46.4	22.7	20.0	31.7	27.0	56.7	89.9	68.8	60.0	68.3	69.7
Mean score	4.3	7.1	5.9	5.6	5.8	5.7	6.4	8.0	6.4	6.6	6.9	6.9
N	98	97	75	70	60	400	203	199	112	115	101	730

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Table A4: Percentage distribution of the respondents according to their perception on accountability indicators of Public Procurement Rules (%)

Perception on Accountability Indicators	Tracking Survey (%)						Endline Survey (%)					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
PPR brought accountability in the current process of public procurement												
Negative (bottom 3)	8.2	2.1	5.3	8.6	5.0	5.8	3.9	0.5	2.7	1.7	0.0	1.9
Neutral	37.8	12.4	42.7	45.7	45.0	35.0	18.7	3.5	22.3	27.0	13.9	15.8
Positive (top 3)	54.1	85.6	52.0	45.7	50.0	59.3	76.8	96.0	75.0	71.3	86.1	82.2
Mean score	7.1	8.6	7.2	6.8	7.2	7.4	8.4	9.2	8.2	8.2	8.9	8.6
N	98	97	75	70	60	400	203	199	112	115	101	730
PPR Ensures rights of tenderers												
Negative (bottom 3)	11.2	1.0	5.3	8.6	8.3	6.8	7.9	1.0	4.5	4.3	1.0	4.0
Neutral	30.6	23.7	54.7	50.0	41.7	38.5	32.0	11.6	25.9	30.4	20.8	23.7
Positive (top 3)	58.2	75.3	40.0	41.4	50.0	54.8	60.1	86.9	67.0	64.3	76.2	71.4
Mean score	7.3	8.3	6.8	6.7	7.2	7.3	7.5	8.9	7.7	7.7	8.5	8.1
N	98	97	75	70	60	400	203	199	112	115	101	730

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Table A5: Percentage distribution of the respondents according to their opinion on barriers of Public Procurement Rules (%)

Opinion on Barrier Indicators	Tracking Survey (%)						Endline Survey (%)					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
Is slowing down the procurement process												
Negative (bottom 3)	15.3	6.2	12.0	8.6	5.0	9.8	78.8	84.4	82.1	77.4	85.1	81.5
Neutral	38.8	32.0	33.3	37.1	35.0	35.3	15.3	14.6	15.2	17.4	13.9	15.2
Positive (top 3)	45.9	61.9	54.7	54.3	60.0	55.0	5.9	1.0	2.7	4.3	1.0	3.2
Mean score	6.6	7.5	7.2	7.4	7.5	7.2	2.6	2.0	2.4	2.5	2.2	2.4
N	98	97	75	70	60	400	203	199	112	115	101	730

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Table A6: Percentage distribution of the respondents according to their opinion on cost effectiveness indicators of e-GP (%)

Opinion on Cost-effectiveness of e-GP	Tracking Survey (%)						Endline Survey (%)					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
Most optimum use of money has been ensured												
Negative (bottom 3)	6.1	2.1	1.4	11.4	8.3	5.5	2.0	1.0	1.8	2.6	0.0	1.5
Neutral	48.0	21.6	52.8	57.1	51.7	44.6	19.7	8.5	26.4	27.8	14.9	18.2
Positive (top 3)	45.9	76.3	45.8	31.4	40.0	49.9	77.3	89.5	68.2	62.6	77.2	77.0
Mean score	7.0	8.3	7.0	6.3	6.5	7.1	8.5	9.0	8.2	7.7	8.6	8.5
N	98	97	72	70	60	397	203	200	110	115	101	729
It saves transportation cost												
Negative (bottom 3)	6.1	0.0	1.4	1.4	1.7	2.3	2.0	0.5	0.9	0.0	1.0	1.0
Neutral	21.4	16.5	29.2	24.3	20.0	21.9	4.9	2.5	7.3	4.3	5.0	4.5
Positive (top 3)	72.4	83.5	69.4	74.3	78.3	75.8	92.6	96.0	91.8	95.7	93.1	94.0
Mean score	8.2	8.7	8.2	8.4	8.6	8.4	9.4	9.5	9.3	9.6	9.3	9.4
N	98	97	72	70	60	397	203	200	110	115	101	729

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Table A7: Percentage distribution of the respondents according to their opinion on transparency indicators of e-GP system (%)

Opinion on Transparency of e-GP	Tracking Survey						Endline Survey					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
Tendering process has become transparent												
Negative (bottom 3)	5.1	1.0	0.0	4.3	5.0	3.0	2.0	0.5	0.9	1.7	1.0	1.2
Neutral	29.6	13.4	43.1	40.0	36.7	31.0	12.8	2.5	8.2	12.2	6.9	8.4
Positive (top 3)	65.3	85.6	56.9	55.7	58.3	66.0	85.2	97.0	89.1	86.1	92.1	90.1
Mean score	8.0	8.8	7.5	7.4	7.6	8.0	8.8	9.5	8.9	8.7	9.1	9.1
N	98	97	72	70	60	397	203	200	110	115	101	729
Less possibility of corruption prevail in the country												
Negative (bottom 3)	11.2	1.0	1.4	10.0	6.7	6.0	5.9	0.5	1.8	2.6	3.0	2.9
Neutral	29.6	14.4	48.6	47.1	55.0	36.3	20.7	6.5	23.6	27.8	16.8	17.8
Positive (top 3)	59.2	84.5	50.0	42.9	38.3	57.7	73.4	93.0	74.5	67.0	78.2	78.6
Mean	7.1	8.6	7.2	6.8	6.9	7.4	8.0	9.2	8.2	7.8	8.4	8.4
N	98	97	72	70	60	397	203	200	110	115	101	729

Opinion on Transparency of e-GP	Tracking Survey						Endline Survey					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
Interference/Use of undue power exercise has decreased												
Negative (bottom 3)	5.1	0.0	2.8	8.6	10.0	4.8	2.5	0.5	0.9	3.5	0.0	1.5
Neutral	34.7	11.3	45.8	50.0	45.0	35.3	22.7	5.0	20.0	26.1	19.8	17.6
Positive (top 3)	60.2	88.7	51.4	41.4	45.0	59.9	74.9	94.5	77.3	68.7	77.2	80.0
Mean	7.5	8.6	7.1	6.7	6.8	7.5	8.3	9.3	8.4	7.9	8.6	8.6
N	98	97	72	70	60	397	203	200	110	115	101	729
Prevents syndication/collusion among Tenderers												
Negative (bottom 3)	4.1	2.1	2.8	10.0	11.7	5.5	1.5	2.5	2.7	6.1	3.0	2.9
Neutral	28.6	25.8	55.6	50.0	40.0	38.3	10.3	6.0	16.4	24.3	14.9	12.9
Positive (top 3)	67.3	72.2	41.7	40.0	48.3	56.2	87.7	91.5	80.0	69.6	80.2	83.7
Mean	7.9	8.2	7.2	6.8	7.0	7.5	8.9	9.0	8.5	8.1	8.5	8.7
N	98	97	72	70	60	397	203	200	110	115	101	729

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Table A8: Percentage distribution of the respondents according to their opinion on accessibility of e-GP (%)

Opinion on accessibility of e-GP	Tracking Survey (%)						Endline Survey (%)					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
Tender submission, evaluation and notification of award have become easier												
Negative (bottom 3)	3.1	0.0	0.0	0.0	1.7	1.0	2.0	0.5	0.0	1.7	1.0	1.1
Neutral	29.6	11.3	37.5	37.1	26.7	27.5	14.3	3.5	6.4	8.7	6.9	8.2
Positive (top 3)	67.3	88.7	62.5	62.9	71.7	71.5	83.7	96.0	93.6	89.6	91.1	90.5
Mean score	7.9	8.7	7.8	7.8	8.1	8.1	8.8	9.3	9.1	8.8	9.1	9.1
N	98	97	72	70	60	397	203	200	110	115	101	729
Tender schedule became easily available												
Negative (bottom 3)	5.0	0	1.0	4.0	2.0	3.0	1.5	0.5	0.9	1.7	0.0	1.0
Neutral	28.6	19.6	45.8	30.0	21.7	28.7	12.8	6.0	9.1	11.3	5.0	9.1
Positive (top 3)	66.3	80.4	52.8	65.7	76.7	68.8	85.7	93.5	89.1	86.1	94.1	89.6
Mean	7.9	8.4	7.4	7.9	8.5	8.0	8.8	9.3	8.8	8.8	9.2	9.0
N	98	97	72	70	60	397	203	200	110	115	101	729

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Table A9: Percentage distribution of the respondents according to their opinion on efficiency indicators of e-GP (%)

Opinion on efficiency of e-GP	Tracking Survey (%)						Endline Survey (%)					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
Processing of tendering time has decreased												
Negative (bottom 3)	3.1	0.0	0.0	1.4	0.0	1.0	3.0	1.0	0.0	0.0	0.0	1.1
Neutral	30.6	13.4	27.8	24.3	20.0	23.2	13.3	8.5	5.5	10.4	6.9	9.5
Positive (top 3)	66.3	86.6	72.2	74.3	80.0	75.8	83.7	90.0	94.5	89.6	92.1	89.2
Mean score	7.9	8.7	8.0	8.4	8.5	8.3	8.7	9.1	9.2	9.2	9.2	9.0
N	98	97	72	70	60	397	203	200	110	115	101	729
Bureaucratic complications have lessened												
Negative (bottom 3)	6.1	0.0	1.4	7.1	3.3	3.5	4.9	0.0	0.0	3.5	1.0	2.1
Neutral	46.9	21.6	54.2	45.7	40.0	40.8	29.1	8.0	25.5	28.7	12.9	20.4
Positive (top 3)	46.9	78.4	44.4	47.1	56.7	55.7	65.5	92.0	74.5	66.1	85.1	77.0
Mean	7.1	8.5	7.1	7.1	7.3	7.5	7.7	9.1	8.2	7.8	8.7	8.3
N	98	97	72	70	60	397	203	200	110	115	101	729
Quality of work has improved												
Negative (bottom 3)	10.0	3.0	8.0	20.0	8.0	10.0	3.0	0.5	3.6	0.9	1.0	1.8
Neutral	40.8	36.1	54.2	47.1	45.0	43.8	20.7	11.5	30.0	25.2	23.8	20.7
Positive (top 3)	49.0	60.8	37.5	32.9	46.7	46.6	75.4	83.0	60.0	65.2	60.4	71.5
Mean	7.1	7.6	6.6	5.9	6.9	6.9	8.3	8.6	7.6	7.7	7.8	8.1
N	98	97	72	70	60	397	203	200	110	115	101	729

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Table A10: Percentage distribution of the respondents according to their opinion on accountability indicators of e-GP system, in both the tracking survey (%)

Opinion on Accountability of e-GP	Tracking Survey						Endline Survey					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
Accountability has been established												
Negative (bottom 3)	8.2	2.1	2.8	14.3	3.3	6.0	5.4	0.5	2.7	2.6	0.0	2.5
Neutral	38.8	17.5	51.4	40.0	60.0	39.3	18.2	5.5	20.9	25.2	17.8	16.2
Positive (top 3)	53.1	80.4	45.8	45.7	36.7	54.7	75.4	93.5	76.4	71.3	81.2	80.7
Mean score	7.1	8.5	7.0	6.8	6.7	7.3	8.2	9.3	8.3	8.0	8.7	8.5
N	98	97	72	70	60	397	203	200	110	115	101	729

Equal opportunities have been established for everyone												
Negative (bottom 3)	7.1	3.1	0.0	10.0	5.0	5.0	10.3	1.5	0.9	5.2	1.0	4.4
Neutral	34.7	10.3	54.2	40.0	41.7	34.3	20.7	7.5	18.2	20.9	21.8	16.9
Positive (top 3)	58.2	86.6	45.8	50.0	53.3	60.7	68.5	91.0	78.2	73.9	77.2	78.2
Mean	7.4	8.5	7.3	7.0	7.4	7.6	7.8	9.2	8.4	8.2	8.8	8.4
N	98	97	72	70	60	397	203	200	110	115	101	729

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Table A11: Percentage distribution of the respondents according to their opinion on barriers of Public Procurement Rules, (%)

Opinion on Barriers of e-GP	Tracking Survey (%)						Endline Survey (%)					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
Tender system became complicated												
Negative (bottom 3)	16.3	16.5	16.7	11.4	20.0	16.1	61.6	63.0	60.9	64.3	62.4	62.4
Neutral	40.8	28.9	33.3	45.7	35.0	36.5	31.0	30.5	33.6	30.4	32.7	31.4
Positive (top 3)	42.9	54.6	50.0	42.9	45.0	47.4	6.9	6.0	5.5	4.3	4.0	5.6
Mean score	6.6	7.0	6.8	6.7	6.7	6.8	3.1	3.1	3.1	3.2	2.9	3.1
N	98	97	72	70	60	397	203	200	110	115	101	729
Internet facility is required which is not widely available, server slow												
Negative (bottom 3)	31.6	35.1	29.2	27.1	25.0	30.2	25.1	20.5	29.1	32.2	28.7	26.1
Neutral	33.7	30.9	38.9	34.3	41.7	35.3	60.6	61.0	60.9	51.3	56.4	58.7
Positive (top 3)	34.7	34.0	31.9	38.6	33.3	34.5	14.3	18.5	10.0	15.7	14.9	15.1
Mean score	5.6	5.4	5.6	5.9	5.7	5.6	5.0	5.3	4.4	4.7	4.5	4.9
N	98	97	72	70	60	397	203	200	110	115	101	729
No confidentiality is maintained												
Negative (bottom 3)	15.3	9.3	8.3	4.3	13.3	10.3	77.3	83.0	73.6	69.6	83.2	77.9
Neutral	17.3	15.5	34.7	41.4	25.0	25.4	19.2	13.0	20.9	25.2	13.9	18.0
Positive (top 3)	67.3	75.3	56.9	54.3	61.7	64.2	3.4	4.0	3.6	5.2	1.0	3.6
Mean score	7.4	8.1	7.3	7.5	7.3	7.6	2.5	2.1	2.7	2.9	2.1	2.4
N	98	97	72	70	60	397	203	200	110	115	101	729
Bank service is not quick and easy and charge is high												
Negative (bottom 3)	37.8	24.7	16.7	27.1	5.0	23.9	38.9	34.5	44.5	48.7	77.2	45.4
Neutral	38.8	34.0	51.4	48.6	26.7	39.8	40.4	44.5	33.6	29.6	20.8	36.1
Positive (top 3)	23.5	41.2	31.9	24.3	68.3	36.3	20.7	9.0	7.3	8.7	2.0	11.0
Mean score	5.1	6.2	5.9	5.5	7.8	6.0	4.8	4.2	3.9	4.0	2.3	4.0
N	98	97	72	70	60	397	203	200	110	115	101	729

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Table A12: Percentage distribution of the respondents according to their satisfaction regarding the current process of public procurement (%)

Satisfaction on PPR	Tracking Survey (%)						Endline Survey (%)					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
I am satisfied with Public Procurement practices												
Negative (bottom 3)	6.1	1.0	2.7	7.1	3.3	4.0	3.4	0.5	0.9	0.9	0.0	1.4
Neutral	34.7	8.2	40.0	55.7	45.0	34.5	27.1	7.0	33.0	25.0	16.8	20.8
Positive (top 3)	59.2	90.7	57.3	37.1	51.7	61.5	69.0	92.0	63.4	73.3	80.2	76.6
Mean score	7.5	8.7	7.4	6.8	7.4	7.6	8.0	8.7	7.7	8.0	8.4	8.2
N	98	97	75	70	60	400	203	200	112	116	101	732
I am satisfied with e-GP												
Negative (bottom 3)	6.1	0.0	1.3	4.3	3.3	3.0	2.5	0.0	0.0	0.0	0.0	0.7
Neutral	29.6	11.3	38.7	51.4	33.3	31.3	14.8	7.5	14.3	17.2	8.9	12.3
Positive (top 3)	64.3	88.7	60.0	44.3	63.3	65.8	82.8	92.5	83.9	81.0	91.1	86.5
Mean score	7.8	8.7	7.4	7.0	7.8	7.8	8.7	9.2	8.7	8.6	9.1	8.8
N	98	97	75	70	60	400	203	200	112	116	101	732
I am satisfied with proper utilization of public fund through public procurement												
Negative (bottom 3)	3.1	0.0	8.0	12.9	5.0	5.3	3.0	1.0	0.9	0.9	0.0	1.4
Neutral	49.0	23.7	54.7	52.9	63.3	46.8	26.1	12.0	42.9	34.5	14.9	24.6
Positive (top 3)	48.0	76.3	37.3	34.3	31.7	48.0	70.0	86.0	50.0	60.3	78.2	70.9
Mean score	7.2	8.2	6.6	6.2	6.4	7.0	8.0	8.6	7.3	7.5	8.1	8.0
N	98	97	75	70	60	400	203	200	112	116	101	732
No room for interference in e-GP system												
Negative (bottom 3)	10.2	0.0	9.3	8.6	11.7	7.5	3.9	0.0	0.9	2.6	5.0	2.3
Neutral	31.6	24.7	41.3	60.0	38.3	37.8	16.3	4.5	25.9	25.0	18.8	16.3
Positive (top 3)	58.2	75.3	49.3	31.4	50.0	54.8	77.8	95.5	68.8	67.2	73.3	79.0
Mean score	7.3	8.4	6.9	6.4	6.8	7.3	8.2	9.1	8.0	7.7	8.1	8.3
N	98	97	75	70	60	400	203	200	112	116	101	732
e-GP has widen business opportunity for private sector												
Negative (bottom 3)	1.0	2.1	0.0	1.4	3.3	1.5	3.0	0.0	0.9	0.0	0.0	1.0
Neutral	35.7	26.8	49.3	50.0	33.3	38.3	17.7	9.5	17.0	13.8	10.9	13.8
Positive (top 3)	63.3	71.1	50.7	48.6	63.3	60.3	76.8	89.0	78.6	76.7	85.1	81.6
Mean score	7.9	8.0	7.3	7.3	7.8	7.7	8.3	8.8	8.4	8.3	8.7	8.5
N	98	97	75	70	60	400	203	200	112	116	101	732

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Table A13: Opinion on effectiveness of citizen monitoring/engagement in public procurement (%)

Satisfaction on PPR	Tracking Survey (%)						Endline Survey (%)					
	Tenderers	PE	CSMs	Media	FI	Total	Tenderers	PE	CSMs	Media	FI	Total
Quality of performance (i.e. Time duration, Transparent, Accountability, Proper use of materials, etc.)												
Negative (bottom 3)	1.3	3.6	0.0	12.8	2.6	3.7	3.8	2.1	13.5	13.9	8.9	7.0
Neutral	48.7	28.9	50.0	63.8	53.8	46.5	25.6	19.9	31.1	20.3	28.6	24.2
Positive (top 3)	50.0	67.5	50.0	23.4	43.6	49.8	70.7	78.0	55.4	65.8	62.5	68.7
Mean score	7.4	7.8	7.4	6.1	7.1	7.3	7.9	8.1	7.0	7.3	7.3	7.7
N	76	83	52	47	39	297	133	141	74	79	56	483
Quality of procurement process (i.e. Following PPR, Participation, Evaluation process, timely payment of wages/bills, etc.)												
Negative (bottom 3)	7.9	1.2	0.0	6.4	2.6	3.7	2.3	0.7	13.5	10.1	7.1	5.4
Neutral	52.6	37.3	50.0	63.8	59.0	50.5	30.1	27.0	37.8	30.4	28.6	30.2
Positive (top 3)	39.5	61.4	50.0	29.8	38.5	45.8	67.7	72.3	48.6	55.7	60.7	63.4
Mean score	6.9	7.8	7.5	6.4	7.1	7.2	7.8	8.1	6.8	7.0	7.2	7.5
N	76	83	52	47	39	297	133	141	74	79	56	483
Building Trust in PPR (i.e. Community satisfaction, government satisfaction, etc.)												
Negative (bottom 3)	1.3	0.0	0.0	8.5	2.6	2.0	3.8	0.0	0.0	1.3	1.8	1.4
Neutral	46.1	18.1	48.1	59.6	56.4	42.1	27.1	19.1	39.2	29.1	23.2	26.5
Positive (top 3)	52.6	81.9	51.9	31.9	41.0	55.9	69.2	80.1	61	68.4	75.0	71.6
Mean score	7.4	8.3	7.4	6.4	7.0	7.5	7.8	8.5	7.6	7.7	7.7	8.0
N	76	83	52	47	39	297	133	141	74	79	56	483

* Small base

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Table A14: Respondents who knew about different type of SCP activities, Endline survey (%)

Types of activities	Categories of respondents					
	Tenderers	PE	CSMs	Media	FI	Total
e-GP awareness workshop	82.3	87.9	55.0	67.0	67.0	75.2
Mobile SMS	62.6	58.8	42.2	40.9	56.0	54.1
PPR-related meeting	35.0	51.8	21.1	19.1	22.0	33.2
E-mail message	33.5	33.7	21.1	24.3	33.0	30.2
TV program <i>Sarkari Kroye Sanglap</i>	27.1	30.7	25.7	26.1	23.0	27.1
TV spot/song	25.1	26.6	22.9	30.4	27.0	26.3
Poster & Sticker	25.1	29.1	18.3	25.2	22.0	24.8
Digital Billboard	22.2	30.7	21.1	24.3	20.0	24.4
Meeting of 'Government Contractor Forum' (GCF)	25.1	33.7	13.8	15.7	13.0	22.6
Cartoon series in any newspaper	5.9	7.0	11.0	13.0	7.0	8.3
N	203	199	109	115	100	726

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Table A15: Mean effectiveness rating on SCP program on a ten point scale

SCP activities	Mean effectiveness rating					
	Tenderers	PE	CSMs	Media	FI	Total
Meeting of 'Government Contractor Forum' (GCF)	9.8	8.0	8.6	8.1	8.3	8.6
e-GP awarnes workshop	8.4	8.4	8.6	8.6	8.6	8.5
Mobile SMS	8.6	8.1	8.5	8.4	8.5	8.4
E-mail message	8.7	8.2	8.7	7.9	8.3	8.4
Radio Spot/Song	8.0	9.0	7.3	9.2	8.4	8.3
TV Spot/ Song	8.2	8.1	8.4	8.7	8.3	8.3
Poster and Sticker	8.4	8.4	8.4	7.9	8.9	8.3
PPR related meeting	7.8	8.4	8.1	8.4	8.6	8.2
Cartoon Series in any Newspaper	8.5	7.9	7.8	8.2	8.4	8.1
Digital Billboard	7.9	8.1	7.7	7.8	8.4	8.0
TV Program <i>Sarkari Kroye Sanglap</i>	7.4	7.9	8.4	8.0	8.0	7.8

PE=Procuring entities, CSMs=Civil Society Members, FI=Financial Institutions

Questionnaire

Project:	Endline Survey to Assess Satisfaction of Stakeholders about Reform in Public Procurement										
Check Details	FC. Name:			FS. Name:			Other Official:				
	Code	Sign	Date	Code	Sign	Date	Code	Sign	Date		
Accompany Call	1			1			1				
Spot Check	2			2			2				
Back Check	3			3			3				
Phone Check	4			4			4				
Scrutiny	5			5			5				
Division	Dhaka		1	Rajshahi		2	Chittagong		3		
	Khulna		4	Sylhet		5	Barisal		6		
	Rangpur		7								
Name of District						Gender	Male	1	Female	2	
Tenderers	1	Procuring Entities (PEs)			2	Civil Society Members (CSM)			3		
Media	4	Professionals from Bank and Financial Institutions (FIs)							5		
Name of Respondent											
Designation											
Organization/Office											
Address in Full											
						Interview Time					
						Start		End			
Landmarks											
Telephone				Mobile							
Interviewer Name						Interview Date					

সালাম/আদাব, আমার নাম। আমি বাংলাদেশের একটি অন্যতম শীর্ষস্থানীয় সামাজিক ও বাজার গবেষণা সংস্থা থেকে এসেছি। বর্তমানে আমরা এই শহরে সরকারী ক্রয় নীতিমালা বিষয়ের উপর একটি জরিপ পরিচালনা করছি। আমরা আপনাকে আশ্বস্ত করছি যে, আপনার দেওয়া সকল মতামতের গোপনীয়তা রক্ষা করা হবে এবং তা শুধুমাত্র গবেষণার কাজে ব্যবহার করা হবে। এ ব্যাপারে আপনার কিছু মূল্যবান সময় আমাকে দিলে বাধিত হব।

No.	Questions and Filters	Coding Categories										Code	Skip	
1.	Have you heard about the present process of Public Procurement in Bangladesh? আপনি কি বাংলাদেশের বর্তমান পাবলিক প্রকিউরমেন্ট পদ্ধতি সম্পর্কে শুনেছেন?	Yes হ্যাঁ										1	Cont	
		No না										2	O2	
1.a	What is your opinion on the present process of Public Procurement in Bangladesh? Please provide your opinion about the following statement in regard to the present process of Public Procurement in Bangladesh on a ten point scale. পাবলিক প্রকিউরমেন্টের বর্তমান পদ্ধতি সম্পর্কে আপনার মতামত কি? অনুগ্রহ করে নিম্নের মন্তব্যগুলির সাথে আপনার মতামত ১০ পয়েন্ট স্কেলের মাধ্যমে প্রকাশ করুন।													
SI	Public Procurement- পাবলিক প্রকিউরমেন্ট-	Strongly disagree দৃঢ়ভাবে দ্বিমত										Strongly agree দৃঢ়ভাবে একমত		DK
A	Has brought transparency in public procurement পাবলিক প্রকিউরমেন্টে কাজের স্বচ্ছতা এনেছে	1	2	3	4	5	6	7	8	9	10	99		
B	Brought accountability in public procurement পাবলিক প্রকিউরমেন্টে কাজের জবাবদিহিতা বেড়েছে	1	2	3	4	5	6	7	8	9	10	99		
C	Has lessened Corruption দুর্নীতি কমেছে	1	2	3	4	5	6	7	8	9	10	99		
D	Has lessened bureaucratic complications আমলাতান্ত্রিক জটিলতা কমেছে	1	2	3	4	5	6	7	8	9	10	99		
E	Ensures rights of tenderers ঠিকাদার প্রতিষ্ঠানের অধিকার নিশ্চিত করা হয়েছে	1	2	3	4	5	6	7	8	9	10	99		
F	Ensures that tender submission takes less time টেন্ডার জমা দিতে সময় কম লাগে	1	2	3	4	5	6	7	8	9	10	99		
G	Has established equal opportunity for all সবার সম-অধিকার নিশ্চিত হয়েছে	1	2	3	4	5	6	7	8	9	10	99		
H	Has ensured that the public fund is used in most optimum way সরকারি তহবিলের উপযুক্ত ব্যবহার নিশ্চিত হয়েছে	1	2	3	4	5	6	7	8	9	10	99		
I	Ensures that bill is paid within 28 days of assignment completion কাজ শেষ হওয়ার ২৮ দিনের মধ্যে কাজের বিল পরিশোধ নিশ্চিত হয়েছে	1	2	3	4	5	6	7	8	9	10	99		
J	Has reduced the undue power exercise/interference নিয়মবহির্ভূত শক্তি প্রয়োগ কমেছে	1	2	3	4	5	6	7	8	9	10	99		
M	Is slowing down the procurement process এটা পাবলিক প্রকিউরমেন্ট প্রক্রিয়াকে ধীরগতি করেছে	1	2	3	4	5	6	7	8	9	10	99		

No.	Questions and Filters	Coding Categories	Code	Skip
1.b	<p>We have discussed about 'transparency' of the present process of Public Procurement in the previous question. Now, would you please tell us what do you think about the overall <u>transparency</u> of the present process of Public Procurement?</p> <p>আমরা এতক্ষণ পাবলিক প্রকিউরমেন্টের বর্তমান পদ্ধতির <u>স্বচ্ছতা</u> নিয়ে কথা বলেছি। এখন আপনি দয়া করে বলবেন কি, সার্বিকভাবে পাবলিক প্রকিউরমেন্টের বর্তমান পদ্ধতির স্বচ্ছতা নিয়ে আপনি কি মনে করেন?</p>	Fully Transparent পুরোপুরি স্বচ্ছ	3	1d
		Somewhat Transparent কিছুটা স্বচ্ছ	2	
		Not Transparent at all একেবারেই স্বচ্ছ না	1	
1.c	<p>(Ask if 2 or 1 coded) You said the present process of Public Procurement is not transparent or somewhat transparent. Please elaborate/explain your experience and views. (যদি 2 অথবা 1 কোড করে, তাহলে জিজ্ঞেস করুন) আপনি বলেছেন পাবলিক প্রকিউরমেন্টের বর্তমান পদ্ধতি স্বচ্ছ নয় অথবা কিছুটা স্বচ্ছ। দয়া করে এ ব্যাপারে আপনার অভিজ্ঞতা বা মতামত তুলে ধরুন।</p>			
1.d	<p>Previously, we have discussed about 'Effectiveness' of present process of Public Procurement. Now, would you please tell us what do you think about the overall <u>effectiveness</u> of the present process of Public Procurement?</p> <p>আমরা এর আগে পাবলিক প্রকিউরমেন্টের বর্তমান পদ্ধতির <u>কার্যকারিতা</u> নিয়ে কথা বলেছি। এখন আপনি দয়া করে বলবেন কি, সার্বিকভাবে পাবলিক প্রকিউরমেন্টের বর্তমান পদ্ধতির <u>কার্যকারিতা</u> নিয়ে আপনি কি মনে করেন?</p>	Fully Effective সম্পূর্ণ কার্যকর	3	1f
		Somewhat Effective কিছুটা কার্যকর	2	
		Not Effective at all একেবারেই কার্যকর না	1	
1.e	<p>(Ask if 2 or 1 coded) You said the present process of Public Procurement is not effective or somewhat effective. Please elaborate/explain your experience and views. (যদি 2 অথবা 1 কোড করে, তাহলে জিজ্ঞেস করুন) আপনি বলেছেন পাবলিক প্রকিউরমেন্টের বর্তমান পদ্ধতি কার্যকর নয় অথবা কিছুটা কার্যকর। দয়া করে এ ব্যাপারে আপনার অভিজ্ঞতা বা মতামত তুলে ধরুন।</p>			

No.	Questions and Filters	Coding Categories	Code	Skip
1.f	Previously, we have discussed about 'Efficiency' of present process of Public Procurement. Now, would you please tell us what do you think about the overall <u>efficiency</u> of the present process of Public Procurement? আমরা এর আগে পাবলিক প্রকিউরমেন্টের বর্তমান পদ্ধতির <u>দক্ষতা</u> নিয়ে কথা বলেছি। এখন আপনি দয়া করে বলবেন কি, সার্বিকভাবে পাবলিক প্রকিউরমেন্টের বর্তমান পদ্ধতির <u>দক্ষতা</u> নিয়ে আপনি কি মনে করেন?	Fully Effective সম্পূর্ণ দক্ষ	3	1h
		Somewhat Effective কিছুটা দক্ষ	2	
		Not Effective at all একেবারেই দক্ষ না	1	
1.g	(Ask if 2 or 1 coded) You said the present process of Public Procurement is not efficient or somewhat efficient. Please elaborate/explain your experience and views. (যদি 2 অথবা 1 কোড করে, তাহলে জিজ্ঞেস করুন) আপনি বলেছেন পাবলিক প্রকিউরমেন্টের বর্তমান পদ্ধতি দক্ষ নয় অথবা কিছুটা দক্ষ। দয়া করে এ ব্যাপারে আপনার অভিজ্ঞতা বা মতামত তুলে ধরুন।			
1.h	Previously, we have discussed about 'Accountability' of the present process of Public Procurement. Now, would you please tell us what do you think about the overall <u>accountability</u> of the present process of Public Procurement? আমরা এর আগে পাবলিক প্রকিউরমেন্টের বর্তমান পদ্ধতির <u>জবাবদিহিতা/দায়বদ্ধতা</u> নিয়ে কথা বলেছি। এখন আপনি দয়া করে বলবেন কি, সার্বিকভাবে পাবলিক প্রকিউরমেন্টের বর্তমান পদ্ধতির <u>জবাবদিহিতা/দায়বদ্ধতা</u> নিয়ে আপনি কি মনে করেন?	Fully Accountable সম্পূর্ণ দায়বদ্ধ	3	1j
		Somewhat Accountable কিছুটা দায়বদ্ধ	2	
		Not Accountable at all একেবারেই দায়বদ্ধ না	1	
1.i	(Ask if 2 or 1 coded) You said the present process of Public Procurement is not accountable or somewhat accountable. Please elaborate/explain your experience and views. (যদি 2 অথবা 1 কোড করে, তাহলে জিজ্ঞেস করুন) আপনি বলেছেন পাবলিক প্রকিউরমেন্টের বর্তমান পদ্ধতি দায়বদ্ধ নয় অথবা কিছুটা দায়বদ্ধ। দয়া করে এ ব্যাপারে আপনার অভিজ্ঞতা বা মতামত তুলে ধরুন।			

No.	Questions and Filters	Coding Categories	Code	Skip								
1.j	Previously, we have discussed about the 'Barriers' of present process of Public Procurement. Now, would you please tell us what do you think about the severity of the <u>barriers</u> of the present process of Public Procurement? আমরা এর আগে পাবলিক প্রকিউরমেন্টের বর্তমান পদ্ধতির <u>বাধাগুলো</u> নিয়ে কথা বলেছি। এখন আপনি দয়া করে বলবেন কি, সার্বিকভাবে পাবলিক প্রকিউরমেন্টের বর্তমান পদ্ধতির <u>বাধাগুলো</u> নিয়ে আপনি কি মনে করেন?	Not severe at all বাধাগুলো মোটেই কঠিন নয়	3	Q2								
		Somewhat severe বাধাগুলো কিছুটা কঠিন	2									
		Very Severe বাধাগুলো খুবই কঠিন	1									
1.k	(Ask if 2 or 1 coded) You said the present process of Public Procurement has severe or somewhat severe barriers. Please elaborate/explain your experience and views. (যদি 2 অথবা 1 কোড করে, তাহলে জিজ্ঞেস করুন) আপনি বলেছেন পাবলিক প্রকিউরমেন্টের বর্তমান পদ্ধতি বাধাগুলো খুবই কঠিন অথবা কিছুটা কঠিন। দয়া করে এ ব্যাপারে আপনার অভিজ্ঞতা বা মতামত তুলে ধরুন।											
2.	Have you heard about e-GP? আপনি কি ই-জিপি সম্পর্কে শুনেছেন?	Yes হ্যাঁ	1	Cont								
		No না	2	Q4								
নির্দেশনাঃ যদি Q1.এবং Q2.এর যে কোনো একটি বা উভয় প্রশ্নের উত্তর “হ্যাঁ” হয় তাহলে সাক্ষাৎকার চালিয়ে যান আর উভয় প্রশ্নের উত্তর “না” হয় তাহলে ধন্যবাদ জানিয়ে সাক্ষাৎকার বন্ধ করুন।												
2a	What is your opinion on e-GP? Please provide your opinion about the following statement in regard to e-GP on a ten point scale. ই-জিপি সম্পর্কে আপনার মতামত কি? অনুগ্রহ করে নিম্নে ই-জিপি সম্পর্কে মন্তব্যগুলির সাথে আপনার মতামত ১০ পয়েন্ট স্কেলের মাধ্যমে প্রকাশ করুন।											
SI	Because of e-GP ই-জিপি র জন্য	Strongly disagree দৃঢ়ভাবে দ্বিমত	Strongly agree দৃঢ়ভাবে একমত	DK								
A	Tender submission, evaluation and notification of award have become easier দরপত্র দেওয়া, মূল্যায়ন করা এবং কার্যাদেশ দেওয়ার কাজ সহজতর হয়েছে	1	2	3	4	5	6	7	8	9	10	99
B	Tendering process has become transparent দরপত্র প্রক্রিয়া স্বচ্ছ হয়েছে	1	2	3	4	5	6	7	8	9	10	99
C	Less possibility of corruption prevail in the country দেশে দুর্নীতি করার সুযোগ কমেছে	1	2	3	4	5	6	7	8	9	10	99
D	Accountability has been established জবাবদিহিতা তৈরি হয়েছে	1	2	3	4	5	6	7	8	9	10	99

No.	Questions and Filters	Coding Categories								Code	Skip	
E	Equal opportunities have been established for everyone সকলের জন্য সমান সুযোগ তৈরি হয়েছে	1	2	3	4	5	6	7	8	9	10	99
F	Most optimum use of money has been ensured অর্থের সর্বোত্তম ব্যবহার নিশ্চিত করেছে	1	2	3	4	5	6	7	8	9	10	99
G	Processing of tendering time has decreased টেন্ডার প্রক্রিয়ায় সময় কমেছে	1	2	3	4	5	6	7	8	9	10	99
H	Bureaucratic complications have lessened আমলাতান্ত্রিক জটিলতা কমেছে	1	2	3	4	5	6	7	8	9	10	99
I	Tender schedule became easily available টেন্ডার সিডিউল সহজতর হয়েছে	1	2	3	4	5	6	7	8	9	10	99
J	Quality of work has improved কাজের মান বৃদ্ধি পেয়েছে	1	2	3	4	5	6	7	8	9	10	99
K	Interference/Use of undue power exercise has decreased নিয়মবহির্ভূত শক্তির ব্যবহার কমেছে	1	2	3	4	5	6	7	8	9	10	99
L	It saves transportation costs এটা পরিবহন খরচ বাঁচায়	1	2	3	4	5	6	7	8	9	10	99
M	Prevents syndication/collusion among Tenderers টেন্ডারারদের জোটবদ্ধ হওয়া আটকানো যায়	1	2	3	4	5	6	7	8	9	10	99
N	Tender system became complicated দরপত্রে অংশগ্রহণ পদ্ধতিটা কঠিন হয়েছে	1	2	3	4	5	6	7	8	9	10	99
O	Internet facility is required which is not widely available, server slow ইন্টারনেট ব্যবহারের সুযোগ প্রয়োজন যা সহজলভ্য নয় এবং ধীর গতি সম্পন্ন	1	2	3	4	5	6	7	8	9	10	99
P	No confidentiality is maintained গোপনীয়তা রক্ষা করা যায় না	1	2	3	4	5	6	7	8	9	10	99
Q	Bank service is not quick and easy and charge is high ব্যাংক সার্ভিস দ্রুত ও সহজ নয় এবং সার্ভিস চার্জ বেশি	1	2	3	4	5	6	7	8	9	10	99
2b.	We have discussed about the 'cost effectiveness' of e-GP in the previous question. Can you please tell us what do you think about the overall cost effectiveness of e-GP? আমরা এতক্ষণ ই-জিপিতে <u>অর্থের সর্বোত্তম ব্যবহার</u> নিয়ে কথা বলেছি। এখন আপনি দয়া করে বলবেন কি, সার্বিকভাবে ই-জিপিতে <u>অর্থের সর্বোত্তম ব্যবহার</u> নিয়ে আপনি কি মনে করেন?	Very cost effective অর্থের সর্বোত্তম ব্যবহার হয়								3	2d	
		Somewhat Cost effective অর্থের কিছুটা সর্বোত্তম ব্যবহার হয়								2		
		Not cost effective at all অর্থের একেবারেই সর্বোত্তম ব্যবহার হয়না								1		

No.	Questions and Filters	Coding Categories	Code	Skip
2c.	(Ask if 2 or 1 coded) You said that e-GP is not or somewhat cost effective. Please elaborate/explain your experience and views. (যদি 2 অথবা 1 কোড করে, তাহলে জিজ্ঞেস করুন) আপনি বলেছেন ই-জিপিতে অর্থের সর্বোত্তম ব্যবহার হয়না বা কিছুটা হয়। দয়া করে এ ব্যাপারে আপনার অভিজ্ঞতা বা মতামত তুলে ধরুন।			
2d.	We have discussed about the 'transperancy' of e-GP in the previous section. Can you please tell us what do you think about the overall transperancy of e-GP? আমরা এর আগে ই-জিপি <u>স্বচ্ছতা</u> নিয়ে কথা বলেছি। এখন আপনি দয়া করে বলবেন কি, সার্বিকভাবে ই-জিপি <u>স্বচ্ছতা</u> নিয়ে আপনি কি মনে করেন?	Very Transperant খুবই স্বচ্ছ	3	2f
		Somewhat Transperant কিছুটা স্বচ্ছ	2	
		Not Transperant at all একেবারেই স্বচ্ছ নয়	1	
2e.	(Ask if 2 or 1 coded) You said that e-GP is not or somewhat transperant. Please elaborate/explain your experience and views. (যদি 2 অথবা 1 কোড করে, তাহলে জিজ্ঞেস করুন) আপনি বলেছেন ই-জিপি স্বচ্ছ নয় অথবা কিছুটা স্বচ্ছ। দয়া করে এ ব্যাপারে আপনার অভিজ্ঞতা বা মতামত তুলে ধরুন।			
2f.	We have discussed about the 'Accessibility' of e-GP in the previous section. Can you please tell us what do you think about the overall accessibility of e-GP? আমরা এর আগে ই-জিপি <u>সহজলভ্যতা</u> নিয়ে কথা বলেছি। এখন আপনি দয়া করে বলবেন কি, সার্বিকভাবে ই-জিপি <u>সহজলভ্যতা</u> নিয়ে আপনি কি মনে করেন?	Fully Accessible খুবই সহজলভ্য	3	2h
		Somewhat Accessible কিছুটা সহজলভ্য	2	
		Not Accessible at all একেবারেই সহজলভ্য নয়	1	
2g.	(Ask if 2 or 1 coded) You said that e-GP is not or somewhat accessible. Please elaborate/explain your experience and views. (যদি 2 অথবা 1 কোড করে, তাহলে জিজ্ঞেস করুন) আপনি বলেছেন ই-জিপি সহজলভ্য নয় অথবা কিছুটা সহজলভ্য। দয়া করে এ ব্যাপারে আপনার অভিজ্ঞতা বা মতামত তুলে ধরুন।			
2h.	We have discussed about the 'Efficiency' of e-GP in the previous section. Can you please tell us what do you think about the	Fully Efficient খুবই দক্ষ	3	2j
		Somewhat Efficient কিছুটা দক্ষ	2	
		Not Efficient at all একেবারেই দক্ষ না	1	

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	overall efficiency of e-GP? আমরা এর আগে ই-জিপি <u>দক্ষতা</u> নিয়ে কথা বলেছি। এখন আপনি দয়া করে বলবেন কি, সার্বিকভাবে ই-জিপি <u>দক্ষতা</u> নিয়ে আপনি কি মনে করেন?			
2i.	(Ask if 2 or 1 coded) You said that e-GP is not or somewhat efficient. Please elaborate/explain your experience and views. (যদি 2 অথবা 1 কোড করে, তাহলে জিজ্ঞেস করুন) আপনি বলেছেন ই-জিপি দক্ষ নয় অথবা কিছুটা দক্ষ। দয়া করে এ ব্যাপারে আপনার অভিজ্ঞতা বা মতামত তুলে ধরুন।			
2j.	We have discussed about the 'accountability' of e-GP in the previous section. Can you please tell us what do you think about the overall accountability of e-GP? আমরা এর আগে ই-জিপি <u>দায়বদ্ধতা</u> নিয়ে কথা বলেছি। এখন আপনি দয়া করে বলবেন কি, সার্বিকভাবে ই-জিপি <u>দায়বদ্ধতা</u> নিয়ে আপনি কি মনে করেন?	Fully accountable সম্পূর্ণ দায়বদ্ধ	3	2।
		Somewhat accountable কিছুটা দায়বদ্ধ	2	
		Not accountable at all একেবারেই দায়বদ্ধ নয়	1	
2k.	(Ask if 2 or 1 coded) You said that e-GP is not or somewhat accountable. Please elaborate/explain your experience and views. (যদি 2 অথবা 1 কোড করে, তাহলে জিজ্ঞেস করুন) আপনি বলেছেন ই-জিপি দায়বদ্ধ নয় অথবা কিছুটা দায়বদ্ধ। দয়া করে এ ব্যাপারে আপনার অভিজ্ঞতা বা মতামত তুলে ধরুন।			
2l.	We have discussed about the 'Barriers' of e-GP in the previous section. Can you please tell us what do you think about the severity of the barriers of e-GP? আমরা এর আগে ই-জিপি ক্ষেত্রে <u>বাধা</u> নিয়ে কথা বলেছি। এখন আপনি দয়া করে বলবেন কি, সার্বিকভাবে ই-জিপি ক্ষেত্রে <u>বাধা</u> নিয়ে আপনি কি মনে করেন?	Not severe at all বাধাগুলো মোটেই কঠিন না	3	Q3
		Somewhat Severe বাধাগুলো কিছুটা কঠিন	2	
		Very Severe বাধাগুলো খুবই কঠিন	1	
2m.	(Ask if 2 or 1 coded) You said that e-GP has severe or somewhat severe barriers. Please elaborate/explain your experience and views. (যদি 2 অথবা 1 কোড করে, তাহলে জিজ্ঞেস করুন) আপনি বলেছেন ই-জিপি ক্ষেত্রে বাধাগুলো খুবই কঠিন অথবা কিছুটা কঠিন। দয়া করে এ ব্যাপারে আপনার			

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	অভিজ্ঞতা বা মতামত তুলে ধরুন।			
Instruction: Ask Q3 to Q3b only Tenderers and Procuring Entities				
নির্দেশনাঃ শুধুমাত্র Tenderers/Bidding Communities and Procuring Entities -দের কে Q3 থেকে Q3b জিজ্ঞাসা করুন।				
3.	Do you use e-GP? আপনি কি ই-জিপি ব্যবহার করেন?	Yes হ্যাঁ	1	Q3a
		No না	2	Q3b
3a	If you do, why? [Multiple responses possible] ই-জিপি ব্যবহার করলে, কেন করেন? [একাধিক উত্তর হতে পারে]	There is no other option but to use e-GP ই-জিপি ব্যবহার করা ছাড়া কোনো উপায় নেই	01	
		Tenders can be submitted online অনলাইনে টেন্ডার জমা দেওয়া যায়	02	
		Process is easy সহজে টেন্ডার জমা দেওয়া যায়	03	
		Bureaucratic complications can be avoided আমলাতান্ত্রিক জটিলতা এড়ানো যায়	04	
		Less corruption দুর্নীতি কম হয়	05	
		Process is less time consuming প্রক্রিয়াটিতে কম সময় লাগে	06	
		Due to non-transparency and corruption of government officials সরকারী কর্মকর্তাদের অস্বচ্ছতা ও দুর্নীতি এড়িয়ে চলার জন্য	07	
		Any other (Please specify) অন্যান্য (উল্লেখ করুন)		
3b	If you don't, why not? [Multiple responses possible] ই-জিপি ব্যবহার না করলে, কেন করেন না? [একাধিক উত্তর হতে পারে]	Tender submission requires a lot of money টেন্ডার জমা দিতে টাকা বেশি খরচ হয়	01	
		Not having adequate idea and training about e-GP ই-জিপি সম্পর্কে সঠিক ধারণা নেই বলে	02	
		It is complicated পদ্ধতিটা কঠিন	03	
		I am afraid of losing confidentiality আমি ভয় পাই এতে আমার টেন্ডারের গোপনীয়তা নষ্ট হবে	04	
		I don't have access to internet facilities আমার ইন্টারনেট ব্যবহারের সুবিধা নেই	05	
		Process is lengthy প্রক্রিয়াটি দীর্ঘ	06	
		I am afraid of losing confidentiality as I don't think it is entirely transparently যেহেতু গোপনীয়তা রক্ষার ব্যাপারে সন্দেহান তাই আমি মনে করিনা এটা পুরোপুরি স্বচ্ছ	07	
		I am comfortable with hard tendering আমি পুরাতন পদ্ধতিতে সাচ্ছন্দ্যবোধ করি	08	
		Any other (Please specify) অন্যান্য (উল্লেখ করুন)		

No.	Questions and Filters	Coding Categories										Code	Skip	
Instruction: Ask Everyone নির্দেশনাঃ সবাইকে জিজ্ঞাসা করুন														
4.	Please rate the following statement on a ten point scale. নিচের মন্তব্যটির সাথে আপনি কতটা একমত তা ১০ পয়েন্ট স্কেলের মাধ্যমে প্রকাশ করুন।													
SI	Satisfaction/dissatisfaction সন্তুষ্টি/ অসন্তুষ্টি	Low কম										High বেশি	DK	
A	I am satisfied with Public Procurement practices আমি পাবলিক প্রকিউরমেন্ট ব্যবহারের উপর সন্তুষ্ট	1	2	3	4	5	6	7	8	9	10	99		
B	I am satisfied with e-GP আমি ই-জিপি উপর সন্তুষ্ট	1	2	3	4	5	6	7	8	9	10	99		
C	I am satisfied with proper utilization of public fund through public procurement আমি পাবলিক প্রকিউরমেন্টের মাধ্যমে জনগনের অর্থের যথাযথ ব্যবহারে সন্তুষ্ট	1	2	3	4	5	6	7	8	9	10	99		
D	No room for interference in e-GP system ই-জিপি ব্যবস্থায় হস্তক্ষেপের কোন সুযোগ নেই	1	2	3	4	5	6	7	8	9	10	99		
E	e-GP has widen business opportunity for private sector ই-জিপি প্রাইভেট সেক্টরের ব্যবসার সুযোগকে বিস্তার করেছে	1	2	3	4	5	6	7	8	9	10	99		
Ask those who coded 1-5 in at least 1 of the attributes তাদেরকে জিজ্ঞেস করুন যারা অন্ত ১টি ক্ষেত্রে ১-৫ কোড করেছে।														
4A.	You seem to be less satisfied with many of the aspects of Public Procurement and e-GP. Can you please tell us how and why you are less satisfied with Public Procurement/e-GP? আপনি পাবলিক প্রকিউরমেন্ট এবং ই-জিপির বেশ কিছু বিষয় নিয়ে কম সন্তুষ্টি প্রকাশ করেছেন। আপনি কি আমাকে বলবেন কেন আপনি এ বিষয়গুলো নিয়ে সন্তুষ্ট নন?													
নির্দেশনাঃ যদি পাবলিক প্রকিউরমেন্ট সম্পর্কে জানেন (Q1.চেক করুন) তাহলে জিজ্ঞাসা করুন														
5.	Are you aware of Citizen monitoring/engagement in public procurement? Hints: Citizen monitoring/engagement <i>refers to monitoring by external individuals/groups in diverse contexts (e.g. intervention activities) and provision of feedback to agents/beneficiaries.</i> আপনি কি পাবলিক প্রকিউরমেন্ট-এ নাগরিক পর্যবেক্ষণ/সম্পৃক্ততা সম্পর্কে অবগত আছেন? (নাগরিক পর্যবেক্ষণ/সম্পৃক্ততা হচ্ছে, বাইরে থেকে ব্যক্তিগত/দলবদ্ধভাবে বিস্তৃত প্রেক্ষাপটে পর্যবেক্ষণ করা এবং এজেন্ট/ সুবিধাভোগীদেরকে মতামত জানিয়ে দেয়া)											Yes হ্যাঁ	1	Cont
											No না	2	Q7	

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6.	How much the Citizen monitoring/engagement is effective, please rate your impression on following aspects in a ten point scale আপনার মতে, নাগরিক পর্যবেক্ষণ/সম্পৃক্ততা কতটা কার্যকর তা একটি ১০ পয়েন্ট স্কেলে আপনার মতামত প্রকাশ করুন।												
SI	Aspects	Not effective at all মোটাই কার্যকর নয়										Highly Effective খুবই কার্যকর	DK
A	Quality of performance (i.e. Time duration, Transperant, Accountability, Proper use of materials, etc.) সম্পাদিত কার্যের গুণগত মানের ক্ষেত্রে (যেমন: সময়কাল, স্বচ্ছতা, দায়বদ্ধতা, ম্যাটেরিয়ালের সঠিক ব্যবহার ইত্যাদি)	1	2	3	4	5	6	7	8	9	10	99	
B	Quality of procurement process (i.e. Following Public Procurement, Participation, Evaluation process, timely payment of wages/bills, etc.) ক্রয় প্রক্রিয়ার গুণগত মানের ক্ষেত্রে (পাবলিক প্রকিউরমেন্ট-এর অনুসরণ, অংশগ্রহণ, মূল্যায়ন পদ্ধতি, সময়মত পারিশ্রমিক/বিল প্রদান ইত্যাদি)	1	2	3	4	5	6	7	8	9	10	99	
C	Building Trust in Public Procurement (i.e. Community satisfaction, government satisfaction, etc) পাবলিক প্রকিউরমেন্ট-এর উপর বিশ্বাস স্থাপনের ক্ষেত্রে (কমিউনিটির সন্তুষ্টি, সরকারের সন্তুষ্টি ইত্যাদি)	1	2	3	4	5	6	7	8	9	10	99	
Instruction: Ask Everyone নির্দেশনাঃ সবাইকে জিজ্ঞাসা করুন													
7.	Do you know or heard about any social awareness programs or Communication Program/activities related to Public Procurement/e-GP? আপনি কি পাবলিক প্রকিউরমেন্ট/ই-জিপি সম্পর্কিত কোন সামাজিক সচেতনতা কার্যক্রম অথবা কমিউনিকেশন প্রোগ্রাম সম্পর্কে শুনেছেন বা জানেন?											Yes হ্যাঁ 1	Cont
												No না 2	End
7a	If yes, what types of activities have you heard of or know about? [Multiple responses possible] কী কী কার্যক্রম সম্পর্কে শুনেছেন বা জানেন? [একাধিক উত্তর হতে পারে]	e-GP awareness workshop ই-জিপি অ্যাওয়ারেনেস ওয়ার্কশপ										01	
		Meeting of 'Government Contractor Forum' (GCF) সরকারি কন্ট্রাক্টর ফোরাম এর মিটিং										02	
		Social awareness training সামাজিক সচেতনতামূলক প্রশিক্ষণ										03	
		Public Procurement-related meeting পাবলিক প্রকিউরমেন্ট সংক্রান্ত মিটিং										04	
		TV spot/song টি ভি স্পট/ গান										05	

No.	Questions and Filters	Coding Categories	Code	Skip
		TV program Sarkari Kroye Sanglap টি ভি প্রোগ্রাম: সরকারী ক্রয় সংলাপ	06	
		Radio spot/song রেডিও স্পট/ গান	07	
		Folder with Factsheet ফ্যাক্টশীটসহ ফোল্ডার	08	
		Poster & Sticker পোস্টার ও স্টিকার	09	
		Cartoon series in any newspaper যে কোন সংবাদপত্রের কার্টুন	10	
		Digital Billboard ডিজিটাল বিলবোর্ড	11	
		Youtube and Facebook ইউটিউব এবং ফেইসবুক	12	
		Mobile Apps মোবাইল অ্যাপস	13	
		Mobile sms মোবাইল এসএমএস	14	
		E-mail message ই-মেইল মেসেজ	15	
		Press Advertisement and Report বিজ্ঞপ্তি এবং প্রেস রিপোর্ট	88	
		Talk Show/TV Advertisement টক শো/টেলিভিশন বিজ্ঞাপন	89	
		Others (Please specify) অন্যান্য (উল্লেখ করুন)		

Instruction: Please ask only those codes circled in Q7a

নির্দেশনা: দয়া করে Q7a -এ শুধুমাত্র যে বিষয়গুলো উল্লেখ করা হয়েছে Q7b -তে শুধুমাত্র সেগুলোরই কার্যকারিতা নিয়ে জানতে চান।

7b	How much the Strategic Communication Program (SCP) is effective, please rate your impression on following aspects in a ten point scale আপনার মতে, এই কমিউনিকেশন প্রোগ্রাম/কার্যক্রম কতটা কার্যকর তা একটি ১০ পয়েন্ট স্কেলে আপনার মতামত প্রকাশ করুন।											
SI	Aspects	Not effective at all মোটাই কার্যকর নয়										DK
		Highly Effective খুবই কার্যকর										
A	e-GP awareness workshop ই-জিপি অ্যাওয়ারেনেস ওয়ার্কশপ	1	2	3	4	5	6	7	8	9	10	99
B	Meeting of 'Government Contractor Forum' (GCF) সরকারি কন্ট্রাক্টর ফোরাম এর মিটিং	1	2	3	4	5	6	7	8	9	10	99
C	Social awareness training সামাজিক সচেতনতামূলক প্রশিক্ষণ	1	2	3	4	5	6	7	8	9	10	99
D	Public Procurement-related meeting পাবলিক প্রকিউরমেন্ট সংক্রান্ত মিটিং	1	2	3	4	5	6	7	8	9	10	99
E	TV spot/song টি ভি স্পট/ গান	1	2	3	4	5	6	7	8	9	10	99
F	TV program Sarkari Kroye Sanglap টি ভি প্রোগ্রাম: সরকারী ক্রয় সংলাপ	1	2	3	4	5	6	7	8	9	10	99
G	Radio spot/song রেডিও স্পট/ গান	1	2	3	4	5	6	7	8	9	10	99

No.	Questions and Filters	Coding Categories										Code	Skip
H	Folder with Factsheet ফ্যাক্টশীটসহ ফোল্ডার	1	2	3	4	5	6	7	8	9	10	99	
I	Poster & Sticker পোস্টার ও স্টিকার	1	2	3	4	5	6	7	8	9	10	99	
J	Cartoon series in any newspaper যে কোন সংবাদপত্রের কার্টুন	1	2	3	4	5	6	7	8	9	10	99	
K	Digital Billboard ডিজিটাল বিলবোর্ড	1	2	3	4	5	6	7	8	9	10	99	
L	Youtube and Facebook ইউটিউব এবং ফেইসবুক	1	2	3	4	5	6	7	8	9	10	99	
M	Mobile Apps মোবাইল অ্যাপস্	1	2	3	4	5	6	7	8	9	10	99	
N	Mobile sms মোবাইল এসএমএস	1	2	3	4	5	6	7	8	9	10	99	
O	E-mail message ই-মেইল মেসেজ	1	2	3	4	5	6	7	8	9	10	99	
Ask those who coded 1-5 in at least one of the attributes তাদেরকে জিজ্ঞেস করুন যারা কমপক্ষে একটি ক্ষেত্রে ১-৫ কোড করেছে													
7c.	You have mentioned many of the above mentioned Strategic Communication Program (SCP) as less effective. How do you know that the SCPs are less effective? আপনি উপরে উল্লেখিত বেশ কিছু স্ট্রাটেজিক কমিউনিকেশন প্রোগ্রাম (এসসিপি) সম্পর্কে বলেছেন যে এগুলো কম কার্যকর। এ ব্যাপারে আপনার অভিজ্ঞতা বা মতামত তুলে ধরুন।												

Thank you.

ধন্যবাদ জানিয়ে সাক্ষাৎকার শেষ করুন।

