



# Tracking Survey to Assess Satisfaction of Stakeholders about Reforms in Public Procurement

## Final Report

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## 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 (CSO), Professionals from Banks and Financial Institutes (FI), and Media/Press Professionals (Media). This Tracking Survey 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 BCPP and the researcher for conducting such an independent assessment and presenting the findings through this report. I'd 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.

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This Tracking Survey 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.

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## Abbreviations

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

## EXECUTIVE SUMMARY

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The second round of tracking survey aims 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 carried out in all seven administrative divisions of the country. From each division, the divisional headquarter and one randomly selected district was covered, totaling 14 districts to conduct the study. A total of 400 face to face interviews were conducted using Time Location Sampling technique with Tenderers (T), Procuring Entities (PE), Civil Society Members (CSM), Professionals from Bank and Financial Institutes (FI) and Media/Press Professionals (MP) in the selected locations.

Data from second tracking survey was also compared with that from the first tracking survey to assess the change in knowledge, attitude and satisfaction of the respondents on PPRP over time. However, the First tracking survey included 247 respondents of four categories, namely Tenderers, Procurement Entities, Civil Society Members and personnel from Financial Institutes, instead of five categories included in the second tracking survey. Further, the sample respondents in the second tracking survey were selected from 14 districts instead of the divisional towns only as in first tracking survey. Thus, the survey findings might not be completely comparable, yet an indicative comparison was done to see the trend.

### **Knowledge on PPR**

Universally, all the respondents in the second tracking survey were aware of the public procurement reform (PPR) as introduced by the Government. There has been a clear increase in the level of knowledge among the respondents from the first tracking survey. In the first tracking survey, around three-fourths of the FI category and 95 percent of the Civil Society members knew about the Public Procurement Reform.

## **Perception on PPR**

### ***Transparency of PPR***

According to the findings, in the second tracking survey, little less than two-thirds of the respondents (62%) strongly agreed that PPR has brought transparency in public procurement. This was found much higher among the respondents from procurement entities (PE) (90%) compared to those from financial institutions (FI) (67%) and tenderers (63%). Overall, this perception was found among little higher proportion of the respondents in the first tracking survey (70%).

Further, about half of the respondents in the second tracking survey (49%) showed positive perception to the query that 'PPR has lessened corruption', which was little higher among those in the first tracking survey (56%). On the other hand, more than half of the respondents in the second tracking survey (54%) strongly agreed to the statement that PPR has reduced the undue power exercise/interference, which was consistent with the similar findings from the first tracking survey (58%).

### ***Opinion about effectiveness of PPR***

In the second tracking survey, it has been found that more than half of the respondents (56%) were in strong agreement that PPR has established equal opportunity for all. Overall, this attitude was found consistent to the opinion among the respondents in the first tracking survey (58%). Similarly, half of the respondents in the second tracking survey (51%) showed positive attitude to the query that 'PPR has ensured that public fund is used in most optimum way'. This was quite higher among those in the first tracking survey (63%).

### ***Opinion about efficiency of PPR***

The findings in the second tracking survey indicated a slightly higher proportion of the respondents (51%) strongly agreeing that PPR has lessened bureaucratic complications as against 48% of the respondents from the first tracking survey.

Further, three-fourths of the respondents in the second tracking survey (75%) strongly admitted that PPR ensures tender submission taking less time, which was much lower among those in the first tracking survey (65%). However, regarding the payment of bills within 28 days of assignment completion, positive opinion was found among around one-fourth of the respondents in the second tracking survey (27%), which was much higher among the respondents from the first tracking survey (39%). Near about two-fifths of the tenderers in the second tracking survey (38%) showed strong disagreement to the statement.

### ***Opinion about accountability of PPR***

Around three-fifths of the respondents in the second tracking survey (59%) compared to 65 percent in the first tracking survey were in strong agreement that PPR has brought

accountability in public procurement. In response to the query that 'PPR ensures rights of tenderers' more than half of the respondents in the second tracking survey (55%) showed positive attitude. This was found higher among those in the first tracking survey (66%).

### ***Opinion about barriers of PPR***

Compared to 62 percent in the first tracking survey, a strong disagreement was found to the statement that 'in reality PPR does not work' among 68 percent of the respondents in the second tracking survey. On the other hand, in response to the query that 'PPR is too complicated to understand and follow', around half of the respondents in the second tracking survey (47%) were in strong agreement. This was found consistent across all categories of the respondents. However, similar opinion was found among much lower proportion of the respondents in the first tracking survey (13%).

### **Knowledge on e-GP**

Almost all the respondents included in the second tracking survey responded positively (99.3%) when they were asked if they have heard about e-GP. The level of awareness has been increased from the first tracking survey (93.6%). The study also found universal awareness among the respondents from the financial institutions in the second tracking survey, increased from 66 percent in the first tracking survey. For other categories of respondents, similar level of awareness was found in both of the surveys.

### **Perception about e-GP system**

#### ***Opinion about the cost-effectiveness of e-GP***

In the second tracking survey, half of the respondents (50%) were in strong agreement that through e-GP, optimum use of money has been ensured. Overall, this attitude was found little higher among the respondents in the first tracking survey (65%). Further, around three-fourths of the respondents in the second tracking survey (76%) showed positive attitude to the query that 'e-GP saves transportation cost'. This was found higher among those in the first tracking survey (85%).

#### ***Opinion about transparency of e-GP***

Findings in the second tracking survey revealed that, two-thirds of the respondents (66%) strongly agreeing that tendering process has become transparent in e-GP system. However, this attitude was found among higher proportion of the respondents in the first tracking survey (86%). Further, 58 percent of the respondents in the second tracking survey showed positive attitude to the query that 'less possibility of corruption prevail in the country', which was higher among those in the first tracking survey (71%). Moreover, more than half of the respondents in the second tracking survey (56%) were in strong opinion that e-GP system prevents syndication/collusion among the tenderers.

### ***Opinion about the accessibility of e-GP***

According to the findings, near about three-fourths of the respondents (72%) strongly agreed that tender submission, evaluation and notification of aware have become easier in e-GP system as against 82 percent of the respondents from the first tracking survey. Regarding the easy availability of tender schedule, 69 percent of the respondents in the second tracking survey possessed strong positive opinion. This was much higher among those in the first tracking survey (81%).

### ***Opinion about efficiency of e-GP***

More than three-fourths of the respondents in the second tracking survey (76%) strongly agreed that due to e-GP, processing of tendering time has decreased, which was found lower among those in the first tracking survey (72%). Further, the findings indicated that in the second tracking survey, 56 percent of the respondents strongly agreed that bureaucratic complications have lessened in e-GP system.

Moreover, near about half of the respondents in the second tracking survey (47%) strongly admitted that because of e-GP, quality of work has improved, which was much lower among those in the first tracking survey (63%). However, regarding the payment of bills within 28 days of assignment completion, positive opinion was found among around one-fourth of the respondents in the second tracking survey (27%), which was much higher among the respondents from the first tracking survey (39%).

### ***Opinion about accountability of e-GP***

More than half of the respondents in the second tracking survey (55%) compared to 69 percent in the first tracking survey were in strong agreement that due to e-GP, accountability has been established. In response to the query that 'through e-GP, equal opportunities have been established for everyone' more than half of the respondents in the second tracking survey (55%) showed positive attitude. This was found little higher among those in the first tracking survey (69%).

### ***Opinion about barriers of e-GP***

Overall, near about half of the respondents were in strong agreement that the tender system had become complicated (47%). This opinion was almost similar across all categories of the respondents in the second tracking survey. Comparatively, this opinion was expressed by much lesser proportion of the respondents in the first tracking survey. Further, more than one-third of the respondents, by and large, similar across all categories, strongly agreed that internet facility is not widely available and server is slow (35%). This was quite consistent with the first tracking survey as 37 percent of the total respondents had the same opinion.

Being asked about confidentiality, around two-thirds of the respondents in the second tracking survey were strongly in the opinion that no confidentiality is maintained in e-GP

(64%). Similarly, more than one-third of the respondents strongly admitted that bank service is not quick, easy and with high charge.

## **Use of e-GP**

### ***Use of e-GP by the respondents***

Most of the respondents in the second tracking survey (89%) reported that they had used e-GP, the proportion of which slightly came down from the first tracking survey (91%). However, the use of e-GP found to be increased among the tenderers from 91 percent during first tracking survey to 94 percent during the second tracking survey. The opposite was found among respondents from the procurement entities.

### ***Reasons for using e-GP***

According to the majority of the tenderers, there is no other option but to use e-GP (61%) and tenders can be submitted online (60%) were the reasons for using e-GP.

### ***Reasons for not using e-GP***

Half of the tenderers (50%) mentioned that they did not use e-GP because of not having adequate idea and training on e-GP while one-third of them thought the process is complicated. On the other hand, around one third of the respondents from the procurement entities (33%) mentioned that they did not use it because the e-GP was not fully fledged.

## **Satisfaction regarding PPR**

More than three-fifths of the respondents strongly agreed that they were satisfied with the public procurement practices (62%) during the second tracking survey. The overall satisfaction level with the procurement practices was found to be increased from the first tracking survey (57%).

Similarly, two-thirds of the respondents in the second tracking survey were in strong agreement regarding satisfaction with e-GP (66%), which was somewhat higher during the first tracking survey (74%). Further, less than half of the respondents strongly admitted that they were satisfied with proper utilization of public fund through public procurement.

On the other hand, in response to the query that 'there is no room for interference in e-GP system' more than half of the respondents in the second tracking survey (55%) were in strong agreement. Similarly, 60 percent of the respondents in the second tracking survey strongly admitted that e-GP has widened business opportunity for private sector.

## **Knowledge on citizen monitoring/engagement in public procurement**

Being asked about the awareness, overall three-fourths of the respondents reported affirmative of knowing about citizen monitoring or engagement in PPR.

## **Perception about effectiveness of citizen monitoring/engagement in public procurement**

### ***Quality of performances***

Around half of the respondents rated the quality of performance as highly effective (50%) considering the time duration, transparency, accountability, proper use of materials, etc. This was found similar during the first tracking survey.

### ***Quality of procurement process***

According to the findings, less than half of the respondents in the second tracking survey were in the opinion that the procurement process is highly effective process in terms of following PPR, participation, evaluation process, timely payment of wages/bills, etc.

### ***Building trust in PPR***

The respondents were asked about trust in PPR with regards to community satisfaction, government satisfaction, and so on. The analysis of the response indicated that among all the respondents, 56 percent opined that the trust aspect was highly effective.

## **Knowledge on SCP interventions**

### ***Respondent's 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, overwhelming proportion of the respondents from the procurement entity (98%) reported positively followed by media professionals (89%) and tenderers (87%). However, less than two-thirds of the respondents from civil society members found to be aware of the SCP.

### ***Types of activity of SCP***

The respondents were further asked about the type of SCP activities. Responding to the query, near about four-fifths of the respondents mentioned about e-GP workshop (79%) while less than half of the respondents (43%) could recall about the PPR related meetings. Further, around one-fourth of the respondents mentioned about mobile SMS as the SCP activities they could remember.

### ***Perception about effectiveness of SCP***

For each of the SCP activities, the respondents were asked to opine about its effectiveness. According to the respondents, e-GP workshop was considered as highly effective (mean score 8.3), found consistent across all categories of the respondents. Similarly, mobile SMS (mean score 8.2), e-mail messages (mean score 8.2), PPR related meetings (mean score 8.0) and radio spot/song (mean score 8.0) were found to be highly effective as per the respondents. However, except for radio spot, all other activities were rated as highly effective more by respondents from procurement entities, tenderers and financial institutions. Radio spot 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-

### **1. Need for wider coverage for awareness raising campaign**

The second tracking survey found high level of awareness and satisfaction regarding PPR and e-GP among the respondents. Although the general trend was high, yet, in many cases the proportion of the respondents with high level of awareness, positive attitude and satisfaction was found lower than those included in the first tracking survey. Therefore, the campaign needs to spread across the country, including the bigger cities and smaller towns.

### **2. Need for wider awareness raising campaign for all the relevant stakeholders**

The study clearly evidenced that although procurement entities and tenderers were well aware of the specific aspects of the PPR, but specific knowledge of the other stakeholders, that is people from financial institutions, media professionals and civil society members were not consistent. The finding clearly necessitates the wider dissemination for longer duration of the issues related public procurement reform.

### **3. Removal of perceived barriers for PPR and e-GP**

While the stakeholders were highly satisfied with all the process for PPR and e-GP, a good proportion of the respondents still perceived a number of barriers for the PPR and e-GP system. Thus, it is strongly recommended that all the relevant stakeholders need be included in the process of PPR, so that, on one hand they get convinced of the benefit of PPR and e-GP system and on the other hand, can advocate for use of the system.

# INTRODUCTION

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## 1.1 Background

### Public Procurement Reform in Bangladesh

The World Bank launched the Country Procurement Assessment Report (CPAR) in 2001 based on the assessment of the public procurement in Bangladesh. The Government of Bangladesh further agreed with the report and the identified deficiencies, which included absence of sound legal framework governing public sector procurement, complex bureaucratic procedure causing delay, multiple layers in the approval and review process, inadequate professional competent staff in managing public procurement, and inadequate mechanism for ensuring transparency and accountability.

The report necessitated improvement in public procurement and hence the first “Public Procurement Reform Project” with IDA assistance had the clear objective of implementation as to 'contribute to improved performance in public procurement through introduction of measures to make the public procurement system compliant with internationally agreed norms for efficiency, transparency and accountability with the increase of procurement capacity through training and creation of a pool of national procurement professionals’.

As a part of the broad public sector reforms, the Government of Bangladesh has aimed at strengthening overall sectoral government and within that, at improving the public procurement process. With the aim, government established the Central Procurement Technical Unit (CPTU) in 2002 as implementing unit in the field of procurement reform and reform implementation monitoring. Since then, the process of reform yielded a number of regulations and acts as ultimate outcomes. In 2003, a unified procurement processing system, titled as Public Procurement Regulations, 2003 and Implementation Procedures for PPR, 2003, have been issued. Further, the other documents issued included Public Procurement Processing and Approval Procedures (PPPA), Revised Delegation of Financial Powers (DOFP) and several Standard Tender Documents (STD's)/Standard Request for Proposal Document for the procurement of Goods, Works and Services. In 2006, the Parliament passed the Public Procurement Act (PPA 2006) and in 2008, a new set of Public Procurement Rules (PPR 2008) was issued and both these were made effective from 31 January, 2008.

Thus, 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.

### **Public Procurement Reform Project II (PPRP-II)**

In June 2007, a new technical assistance project, titled, 'Public Procurement Reform Project II (PPRP-II)' was approved by the GOB, which is now under implementation by the CPTU/IMED. The new project contains a comprehensive set of four (4) major components, namely:

**Component 1:** Furthering Policy Reform and Institutionalizing Capacity Development

**Component 2:** Strengthening Procurement Management at Sectoral Level & CPTU/IMED

**Component 3:** Introducing e-Government Procurement (e-GP)

**Component 4:** Communication, Behavioral Change, and Social Accountability

The PPRP (II) also aims at increasing the procurement capacity through training and creation of a pool of national procurement professionals.<sup>1</sup> After successful completion of the first phase in June 2008, the PPRP project is now in its second phase known as PPRP II which was scheduled to be completed in 2012 and was further extended up to 2017.

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

To support the successful implementation of the ongoing public procurement reforms in the country, Bangladesh Center for Communication Program (BCCP) has launched the Social Awareness Campaign and Communication (SACC) 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.

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<sup>1</sup> Retrieved from the website of CPTU, IMED, Ministry of planning accesses at <http://www.cptu.gov.bd/PPRP.aspx>

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.

## **1.2 Public Procurement Reform Project: An Overview**

The main objective of PPRP projects was to improve performance of public procurement progressively in Bangladesh through strengthening overall sectoral governance. The projects focused on the implementation of the e-Government Procurement (e-GP), social accountability issues, and capacity building of the procurement management at the sectoral level as well as furthering policy reform. The End-line evaluation of PPRP II found the PPRP project to be highly impactful - particularly in terms of raising awareness the study found high level of awareness about the ‘Social Awareness Campaign and Communication’ component of this project. But respondent’s awareness about e-GP was found to be relatively low as it was a new concept to many with the exception of the procuring entities and tenderers. 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-II<sup>2</sup> have devised a Strategic Communication Program (SCP). The strategically planned activities of SCP included –

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

- 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

### **1.3 Rationale of the Study**

Implementation of any communication and social awareness campaign needs to focus on the dissemination of correct and complete information. Similarly the PPRP II project aimed at delivering correct and complete information on effective and efficient use of the procurement system. 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. Following that study, another tracking study was needed 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. Therefore, BCCP as per their planning initiated the second tracking survey of PPRP II. The survey was conceived and implemented by The Nielsen Company Bangladesh Limited, during the period of Aug-Sep 2016.

### **1.4 Objectives of the Study**

The major objective of this second round of tracking survey was to assess the level of satisfaction of stakeholders about reform in public procurement in Bangladesh. This included the knowledge, perception and practices of the stakeholders involved in Public Procurement. Moreover, the study aimed at measuring the perception and adoption of e-GP as well as the impact of Strategic Communication Program (SCP).

The specific objectives of the study were as below:

- 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

## **1.5 Survey Indicators**

This tracking survey measured the following set of indicators:

1. Knowledge of the Public Procurement reform
2. Satisfaction in regard to Public Procurement reform
3. Perception about effectiveness of the process of Public Procurement
4. Perception about the benefit and bottleneck of the reform
5. Practices in following compliance in public procurement process among the key stakeholders
6. Knowledge about e-GP and perception about e-GP system
7. Adoption of e-GP
8. Current public procurement practices due to use of e-GP
9. Experience of doing business with the government through e-GP
10. Knowledge about citizen engagement in public procurement
11. Exposure to Strategic Communication Program (SCP) interventions
12. Primary sources of receiving information about Public Procurement reform including e-GP
13. Effectiveness of SCP interventions

# METHODOLOGY

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## 2.1 Study Approach

The 2<sup>nd</sup> tracking 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 (T)
- Procuring Entities (PE)
- Civil Society Members (CSMs)
- Professionals from Bank and Financial Institutes (FI)
- Media/Press Professionals (MP)

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 August-September 2016 by the field enumerators deployed by the Nielsen Bangladesh.

## 2.2 Sampling Procedure and Sample

- Samples were selected covering all seven divisions of the country
- To ensure wider coverage, apart from the divisional town, another district in the division was selected randomly.
- 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.

In order to ensure wider coverage, in each division, other than the divisional headquarter, one district was selected randomly. Therefore, in total 14 districts were visited to conduct the interviews.

The selected study locations were as follows:

**Table 2.1: Study areas for the second tracking survey**

| Sl. | Division   | District   |                 |
|-----|------------|------------|-----------------|
| 1.  | Dhaka      | Dhaka      | Narayanganj     |
| 2.  | Rajshahi   | Rajshahi   | Chapainawabganj |
| 3.  | Rangpur    | Rangpur    | Gaibandha       |
| 4.  | Khulna     | Khulna     | Bagerhat        |
| 5.  | Chittagong | Chittagong | Feni            |
| 6.  | Sylhet     | Sylhet     | Habiganj        |
| 7.  | Barisal    | Barisal    | Jhalokathi      |

### **2.2.1 Sample Size Calculation**

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

Sample size for the quantitative survey has been calculated using the standard statistical formula:

$$n = \frac{p(1-p) \times Z^2}{e^2} \times Deff$$

Where,

n= Required sample size

p= Estimated value of the parameter

e =Permissible Margin of error; usually set at 5%

z= 1.96 which corresponds to the 95% confidence level

Deff (Design Effect) = 1

From the end line evaluation of PPRP-II, it was found that 47% of the respondents perceived PPR as useful. Thus, to calculate the sample size, P value was taken as 47%, with e set at 5%, z at 1.96 and Design Effect at 1 and the sample size was estimated as 384. Further, considering 5% non-response, the calculated sample size came as **401**, which is further rounded up to **405** for the ease of sampling.

### **2.2.2 Sample Achievement**

Out of the targeted 405 samples, the study was able to reach 400 respondents in total, which was mainly due to unavailability, refusals, etc. from the respondents of procurement entities. However, as the calculated minimum sample size was 401, the total surveyed sample was consistent with the calculation.

Finally, the achieved sample size for the study was as below:

**Table 2.2: Percentage of the respondents disaggregated by respondent category**

| Divisions    | T         | PE        | CSMs      | MP        | FI        | Total      |
|--------------|-----------|-----------|-----------|-----------|-----------|------------|
| Dhaka        | 21        | 20        | 15        | 10        | 10        | 76         |
| Chittagong   | 16        | 15        | 10        | 10        | 10        | 61         |
| Rajshahi     | 12        | 12        | 10        | 10        | 8         | 52         |
| Khulna       | 12        | 13        | 10        | 10        | 8         | 53         |
| Sylhet       | 12        | 12        | 10        | 10        | 8         | 52         |
| Barisal      | 13        | 13        | 10        | 10        | 8         | 54         |
| Rangpur      | 12        | 12        | 10        | 10        | 8         | 52         |
| <b>Total</b> | <b>98</b> | <b>97</b> | <b>75</b> | <b>70</b> | <b>60</b> | <b>400</b> |

*T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions*

### 2.3 Data Analysis

A detailed analysis plan was prepared for the 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].

#### **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.

### ***Comparison with 1<sup>st</sup> Tracking Survey***

An attempt was made to compare data collected from both first and second tracking survey, to assess the changes in knowledge, attitude and satisfaction of the respondents on PPRP over time.

The First tracking survey included 247 respondents of four categories, namely Tenderers, Procurement Entities, Civil Society Members and personnel from Financial Institutes. The other category of Media Professionals was included in the second tracking survey only. Further, the sample respondents in the first tracking were selected from the divisional town only, while the second tracking survey included another district in the division, ensuring wider coverage. Thus, the survey findings might not be completely comparable, yet an indicative comparison was done to see the trend.

## FINDINGS OF THE SURVEY

The second tracking study was conducted to assess the satisfaction of stakeholders following the implementation of the communication strategy including digitization of the procurement. Since this is the second study of its kind, a step was also taken to compare the findings of the second study with the first one. However, due to the variation of the sample size and sampling technique<sup>3</sup>, the findings need to be used with caution.

### 3.1 Knowledge on the Public Procurement Reform

The study intended to assess the knowledge of the respondents regarding the public procurement reform. When they were asked if they had heard about public procurement reform, all the respondents were found aware of the public procurement reforms (100%) across the study locations. There has been a clear increase in the level of knowledge among the respondents from the first tracking survey. In the first tracking survey, except for Tenderers and procurement entity persons, low level of awareness was found among personnel from financial institutes (74%) and Civil Society members (95%).

**Table 3.1: Percentage distribution of the respondents according to their knowledge on the Public Procurement Reform, in both the tracking survey**

| Respondent category | Knows about the public procurement reform |      |     |                            |    |     |
|---------------------|---|------|-----|----------------------------|----|-----|
|                     | First tracking survey (%)                 |      |     | Second tracking survey (%) |    |     |
|                     | Yes                                       | No   | N   | Yes                        | No | N   |
| T                   | 100.0                                     | -    | 101 | 100.0                      | -  | 98  |
| PE                  | 100.0                                     | -    | 102 | 100.0                      | -  | 97  |
| CSM                 | 95.2                                      | 4.8  | 20  | 100.0                      | -  | 75  |
| MP                  | -   | -    | -   | 100.0                      | -  | 70  |
| FI                  | 73.7                                      | 26.3 | 28  | 100.0                      | -  | 60  |
| Total               | 94.7                                      | 5.3  | 251 | 100.0                      | -  | 400 |

*T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions*

### 3.2 Opinion about Public Procurement Reform (PPR)

To assess the opinion about the public procurement reform (PPR) in Bangladesh, the respondents were asked about different aspects of PPR. The respondents were read out a number of notional statements focusing on the aspects of PPR and they were asked to rate

<sup>3</sup> Details are given in the methodology chapter.

on a scale of 1 to 10 - 1 being “strongly disagreed” and 10 being “strongly agreed” to the opinion. The notional statements were further grouped into five categories - transparency, effectiveness, efficiency, accountability of and barriers for PPR.

### **3.2.1 Opinion about the Transparency of PPR**

The study attempted to understand the levels of agreement or disagreement of the respondents regarding the transparency of PPR. The respondents were read out the statements, ‘PPR has brought transparency public procurement’, ‘PPR has lessened corruption’, and ‘PPR has reduced the under power exercise/interference’. To get their response, the respondents were given a choice of options on ten-point scale ranging from ‘strongly disagree’ to ‘strongly agree’. The responses were further clubbed with top 3 ratings as ‘positive’ attitudes, bottom 3 ratings as ‘negative’ and middle 4 ratings as ‘neutral’ attitudes towards each of the statement.

According to the findings, in the second tracking survey, little less than two-thirds of the respondents (62%) strongly agreed that PPR has brought transparency in public procurement. This was found much higher among the respondents from procurement entities (PE) (90%) compared to those from financial institutions (FI) (67%) and tenderers (63%). Overall, this opinion was found among little higher proportion of the respondents in the first tracking survey (70%) (Table 3.2).

#### **Box 1: Undue Power Exercise in the PPR Process**

During the interviews in second tracking survey, in-depth discussion with the respondents shed light to their experience of undue power exercise, which resulted in low rating. According to those respondents, while it is expected that public procurement reform would increase transparency, however, there are still some power exercise taking place in the tendering process. It might not be only the person handling the tender process, might be the year long experience of manual tendering of the tenderers, who might exercise such undue power over the new comers in the industry.

Further, about half of the respondents in the second tracking survey (49%) had positive opinion (top 3 rating) to the query that ‘PPR has lessened corruption’, which was little higher among those in the first tracking survey (56%). Around 8 out of 10 respondents from the PE in the second tracking survey expressed similar opinion. On the other hand, more than half of the respondents in the second tracking survey (54%) strongly agreed to the statement that PPR has reduced the undue power exercise/interference, the proportion of which was higher during the first tracking survey (58%) (Table 3.2). The experience of the respondents included in the second tracking survey also supported the finding that in many of the cases the practice of undue power exercise still exists (Box 1). During the first tracking survey, respondents might not have that experience. Further, area variation in the second tracking survey might have resulted in the getting variety of experiences.

By and large, more than half of the respondents from second tracking survey opined positively (54%) about the statement 'PPR has reduced undue power exercise/interference', which was little less than those in the first tracking survey (58%). On the other hand, 10 percent of the respondents from second tracking gave rating towards strong disagreement to the statement, which was found among 6 percent in the first tracking survey (Table 3.2).

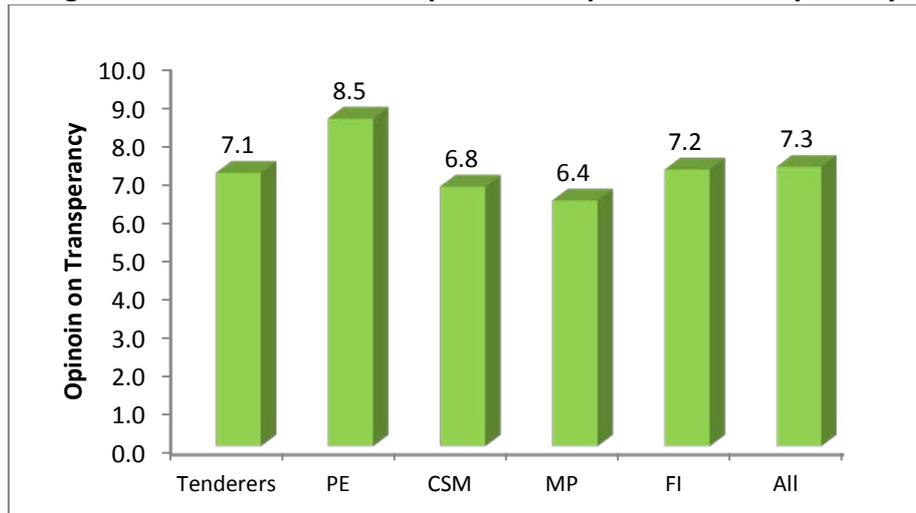
**Table 3.2: Percentage distribution of the respondents according to their perception on transparency indicators of Public Procurement Reform, in both the tracking survey (%)**

| Opinion on Transparency Indicators                           | First Tracking Survey |      |      |      |      | Second tracking Survey |      |      |      |      |      |
|--|-----------------------|------|------|------|------|------------------------|------|------|------|------|------|
|  | T                     | PE   | CSM  | FI   | All  | T                      | PE   | CSM  | MP   | FI   | All  |
| <b>PPR has brought transparency in public procurement</b>    |                       |      |      |      |      |                        |      |      |      |      |      |
| Negative (bottom 3)  | 5.9                   | 0.0  | 5.0  | 3.6  | 3.2  | 4.1                    | 1.0  | 2.7  | 5.7  | 3.3  | 3.3  |
| Neutral  | 29.7                  | 13.7 | 45.0 | 39.3 | 25.5 | 25.5                   | 9.3  | 50.7 | 51.4 | 30.0 | 31.5 |
| Positive (top 3)   | 64.4                  | 85.3 | 35.0 | 57.1 | 69.7 | 63.3                   | 89.7 | 45.3 | 35.7 | 66.7 | 62.0 |
| Mean score   | 8.0                   | 8.9  | 6.4  | 7.7  | 8.2  | 7.7                    | 8.9  | 7.2  | 6.8  | 7.9  | 7.8  |
| N  | 101                   | 102  | 20   | 28   | 251  | 98                     | 97   | 75   | 70   | 60   | 400  |
| <b>PPR has lessened Corruption</b>                           |                       |      |      |      |      |                        |      |      |      |      |      |
| Negative (bottom 3)  | 16.8                  | 1.0  | 35.0 | 11.1 | 11.2 | 19.4                   | 2.1  | 13.3 | 11.4 | 8.3  | 11.0 |
| Neutral  | 33.7                  | 24.5 | 45.0 | 48.1 | 32.4 | 37.8                   | 17.5 | 50.7 | 64.3 | 40.0 | 40.3 |
| Positive (top 3)   | 49.5                  | 74.5 | 20.0 | 40.7 | 56.4 | 42.9                   | 80.4 | 36.0 | 24.3 | 51.7 | 48.8 |
| Mean score   | 6.8                   | 8.4  | 4.5  | 6.7  | 7.2  | 6.6                    | 8.5  | 6.2  | 6.0  | 6.9  | 6.9  |
| N  | 101                   | 102  | 20   | 27   | 250  | 98                     | 97   | 75   | 70   | 60   | 400  |
| <b>PPR has reduced the undue power exercise/interference</b> |                       |      |      |      |      |                        |      |      |      |      |      |
| Negative (bottom 3)  | 8.0                   | 2.0  | 20.0 | 4.0  | 6.0  | 12.0                   | 5.0  | 7.0  | 14.0 | 13.0 | 10.0 |
| Neutral  | 44.6                  | 21.8 | 55.0 | 48.0 | 36.4 | 35.7                   | 20.6 | 49.3 | 42.9 | 40.0 | 36.5 |
| Positive (top 3)   | 47.5                  | 76.2 | 25.0 | 48.0 | 57.5 | 52.0                   | 74.2 | 44.0 | 42.9 | 46.7 | 53.5 |
| Mean score   | 6.8                   | 8.3  | 5.9  | 7.2  | 7.4  | 7.0                    | 8.1  | 6.9  | 6.4  | 6.8  | 7.1  |
| N  | 101                   | 101  | 20   | 25   | 247  | 98                     | 97   | 75   | 70   | 60   | 400  |

*T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions*

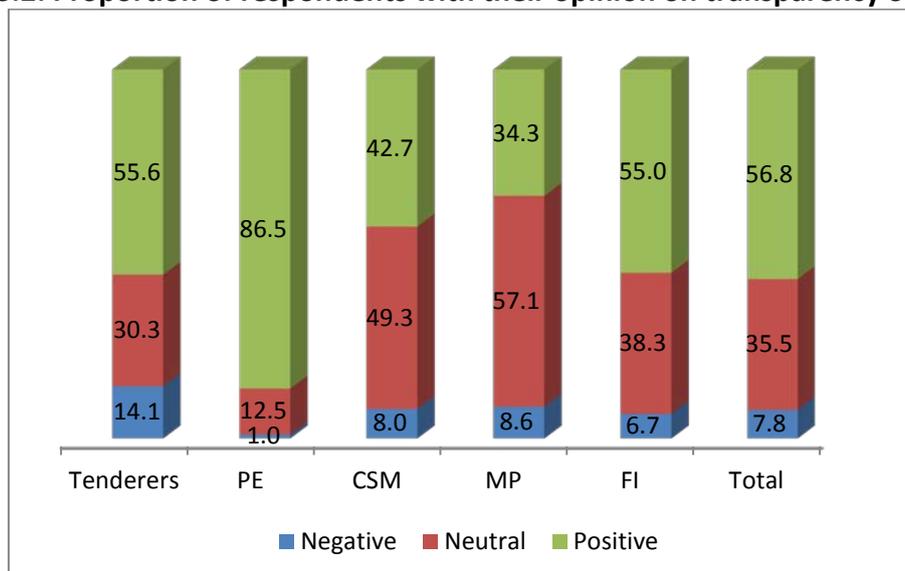
Further, the response from these three statements were combined together to get an overall ratings of transparency. By and large, transparency issue of the PPR was highly rated by all the respondents in the second tracking survey (mean score of 7.3). Among them, respondents from the procurement entities were found to have rated the PPR as most highly transparent (mean score 8.5) while those from media professionals had lowest rating (mean score 6.4) (Figure 3.1).

**Figure 3.1: Mean score of respondent's opinion on Transparency**



Furthermore, advanced multivariate analysis was conducted to get an understanding of the collective agreement of all the respondents regarding the transparency of the PPR. The analysis was done using Reliability Analysis (Chronbach's alpha), Factor Analysis, partial correlation and a composite three-point agreement scale was derived, grouped as negative, neutral, and positive. The results of all composite index analysis revealed that approval of the transparency of the PPR was more prevalent among respondents from procurement entities (87%) compared to the tenderers (56%) and respondents from financial institutions (55%). However, around half of the respondents from media professionals (57%) and civil society members (49%), had neutral opinion towards the issue (Figure 3.2).

**Figure 3.2: Proportion of respondents with their opinion on transparency of PPR (%)**



### 3.2.2 Opinion on the Effectiveness of PPR

The respondent's level of agreement or disagreement regarding the effectiveness of PPR was also assessed in the study. The respondents were read out the statements, 'PPR has established equal opportunity for all' and 'PPR has ensured that the public fund is used in most optimum way'. Respondent's opinion was taken through a choice of ten-point scale ranging from 'strongly disagree' to 'strongly agree' and the responses were clubbed as 'positive' attitudes (top 3), 'negative' (bottom 3) and 'neutral' attitudes (middle 4).

According to the findings, in the second tracking survey, more than half of the respondents (56%) were in strong agreement that PPR has established equal opportunity for all. This was found much higher among the respondents from procurement entities (PE) (78%) while was found least among media professionals (MP) (36%). Overall, this attitude was found consistent to the opinion among the respondents in the first tracking survey (58%) (Table 3.3).

**Table 3.3: Percentage distribution of the respondents according to their perception on effectiveness indicators of Public Procurement Reform, in both the tracking survey (%)**

| Perception on Effectiveness Indicators                                  | First Tracking Survey |            |           |           |            | Second tracking Survey |           |           |           |           |            |
|---|-----------------------|------------|-----------|-----------|------------|------------------------|-----------|-----------|-----------|-----------|------------|
|   | T                     | PE         | CSM       | FI        | All        | T                      | PE        | CSM       | MP        | FI        | All        |
| <b>PPR has established equal opportunity for all</b>                    |                       |            |           |           |            |                        |           |           |           |           |            |
| <b>Negative (bottom 3)</b>  | 14.9                  | 2.0        | 20.0      | 7.1       | 9.2        | 10.2                   | 1.0       | 9.3       | 14.3      | 3.3       | 7.5        |
| <b>Neutral</b>  | 38.6                  | 15.7       | 55.0      | 57.1      | 32.7       | 30.6                   | 20.6      | 42.7      | 50.0      | 50.0      | 36.8       |
| <b>Positive (top 3)</b>   | 46.5                  | 82.4       | 25.0      | 35.7      | 58.2       | 59.2                   | 78.4      | 48.0      | 35.7      | 46.7      | 55.8       |
| <b>Mean score</b>   | 6.6                   | 8.5        | 5.6       | 6.9       | 7.3        | 7.4                    | 8.4       | 6.8       | 6.3       | 7.2       | 7.3        |
| <b>N</b>  | <b>101</b>            | <b>102</b> | <b>20</b> | <b>28</b> | <b>251</b> | <b>98</b>              | <b>97</b> | <b>75</b> | <b>70</b> | <b>60</b> | <b>400</b> |
| <b>PPR has ensured that the public fund is used in most optimum way</b> |                       |            |           |           |            |                        |           |           |           |           |            |
| <b>Negative (bottom 3)</b>  | 8.2                   | 1.0        | 25.0      | 0.0       | 5.7        | 7.1                    | 1.0       | 8.0       | 15.7      | 6.7       | 7.3        |
| <b>Neutral</b>  | 38.1                  | 12.7       | 35.0      | 53.8      | 29.0       | 37.8                   | 21.6      | 49.3      | 44.3      | 43.3      | 38.0       |
| <b>Positive (top 3)</b>   | 53.6                  | 84.3       | 30.0      | 38.5      | 62.9       | 54.1                   | 77.3      | 37.3      | 31.4      | 41.7      | 50.8       |
| <b>Mean</b>   | 7.5                   | 8.6        | 5.7       | 7.2       | 7.8        | 7.3                    | 8.4       | 6.5       | 6.1       | 6.6       | 7.1        |
| <b>N</b>  | <b>97</b>             | <b>102</b> | <b>20</b> | <b>26</b> | <b>245</b> | <b>98</b>              | <b>97</b> | <b>75</b> | <b>70</b> | <b>60</b> | <b>400</b> |

*T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions*

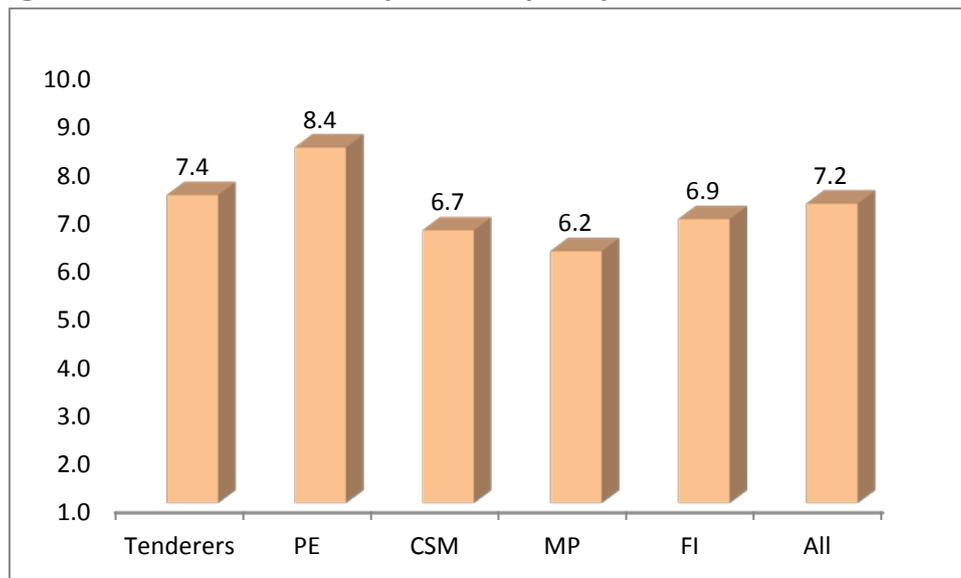
Similarly, half of the respondents in the second tracking survey (51%) showed positive attitude (top 3 rating) to the query that 'PPR has ensured that public fund is used in most optimum way'. This was quite higher among those in the first tracking survey (63%). More than three-fourths of the respondents from the procurement entities (77%) in the second tracking survey expressed similar opinion (Table 3.3).

The response from these two statements were combined together to get an overall ratings of effectiveness. By and large, effectiveness of the PPR was highly rated by all the respondents in the second tracking survey (mean score of 7.2). Similar to the transparency, PPR was considered as highly effective by the respondents from the procurement entities (mean score 8.4) while those from media professionals had lowest rating (mean score 6.2) (Figure 3.3).

**Box 2: Not all gets the opportunity**

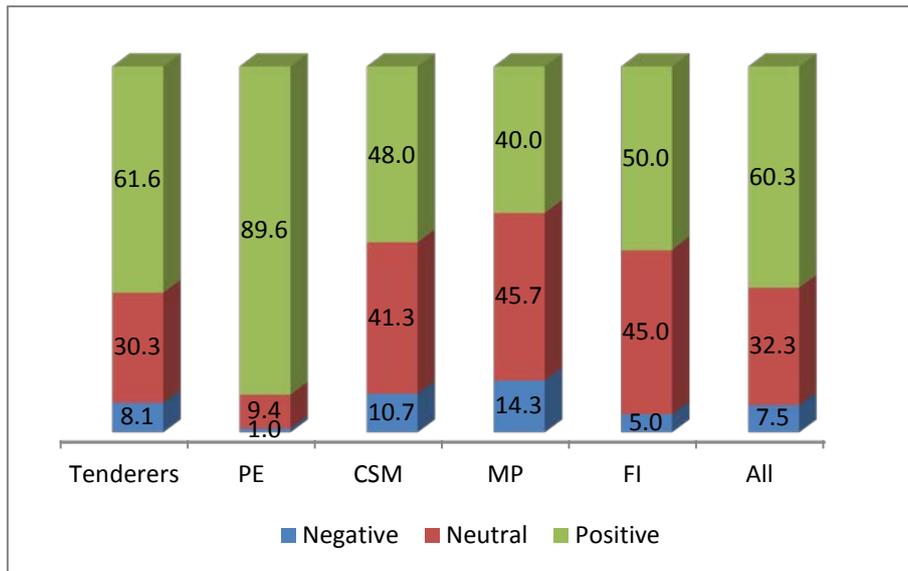
The in-depth discussions with the respondents during the second tracking survey also revealed that PPR might not be accessible to all the tenderers who do not have access to internet. There might be some tenderers who were small, who only started their venture new and thus might not be able to produce all the documents due to valid reasons, time and process required for registration, and so on. While PPR might be online process, but collection of all the required documents might not be through online, thus, hazards for those manual process is still there. These clearly hinders all the tenderers, even after being eligible, to be able to bid for procurements.

**Figure 3.3: Mean score of respondent's perception on effectiveness of PPR**



The result of the advanced multivariate analysis using Reliability Analysis (Chronbach’s alpha), Factor Analysis, and partial correlation derived as a composite three-point approval scale (grouped as negative, neutral, and positive) revealed that approval of the effectiveness of the PPR was highly prevalent among respondents from procurement entities (90%). Around two-thirds of the tenderers (62%) and half of the respondents from financial institutions (50%) had the same opinion. On the other hand, similar proportion of the respondents from media professions (46%), civil society members (41%) and financial institutes (45%) had neutral opinion regarding the effectiveness (Figure 3.4).

**Figure 3.4: Percentage of respondents on their perception on effectiveness of PPR (%)**



### **3.2.3 Perception about the Efficiency of PPR**

To understand the levels of agreement or disagreement of the respondents regarding the efficiency of PPR, they were read out the 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’. The responses taken from a choice of options on ten-point scale ranging from ‘strongly disagree’ to ‘strongly agree’ were clubbed with top 3 ratings as ‘positive’ attitudes, bottom 3 ratings as ‘negative’ and middle 4 ratings as ‘neutral’ attitudes towards each of the statement.

The findings indicated that in the second tracking survey, a slightly higher proportion of the respondents (51%) strongly agreed that PPR has lessened bureaucratic complications as against 48 percent of the respondents from the first tracking survey. In the current survey, the positive opinion was found much higher among the respondents from procurement entities (PE) (78%) compared to those from financial institutions (FI) (57%). Among the other categories, positive attitude ranged from 33 percent to 40 percent (Table 3.4).

Further, three-fourths of the respondents in the second tracking survey (75%) strongly admitted that PPR ensures that tender submission takes less time, which was much lower among those in the first tracking survey (65%). More than 8 out of 10 respondents from the procurement entities in the second tracking survey (83%) expressed similar opinion followed by similar proportion of those from financial institutions (79%) and media professionals (78%) (Table 3.4).

However, regarding the payment of bills within 28 days of assignment completion, positive rating was found among around one-fourth of the respondents in the second tracking survey (27%), which was much higher among the respondents from the first tracking survey (27%),

(39%). Near about two-fifths of the tenderers in the second tracking survey (38%) showed strong disagreement to the statement (Table 3.4).

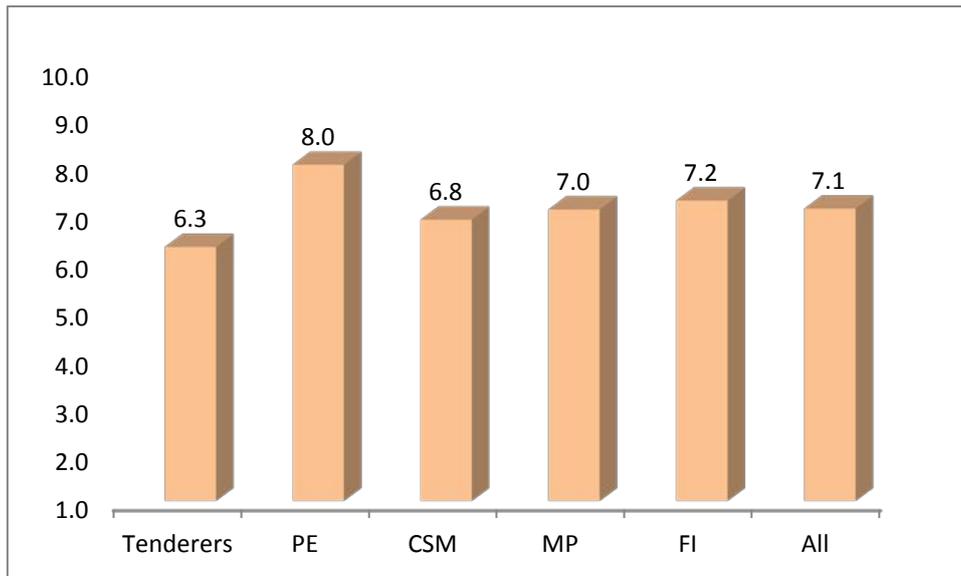
**Table 3.4: Percentage distribution of the respondents according to their perception on efficiency indicators of Public Procurement Reform, in both the tracking survey (%)**

| Perception on Efficiency Indicators  | First Tracking Survey |      |      |      |      | Second tracking Survey |      |      |      |      |      |
|--|-----------------------|------|------|------|------|------------------------|------|------|------|------|------|
|  | T                     | PE   | CSM  | FI   | All  | T                      | PE   | CSM  | MP   | FI   | All  |
| <b>PPR has lessened bureaucratic complications</b>                           |                       |      |      |      |      |                        |      |      |      |      |      |
| Negative (bottom 3)  | 13.9                  | 2.0  | 25.0 | 3.6  | 8.8  | 15.3                   | 2.1  | 6.7  | 7.1  | 6.7  | 7.8  |
| Neutral  | 6.9                   | 16.7 | 10.0 | 17.9 | 12.4 | 18.4                   | 6.2  | 18.7 | 17.1 | 15.0 | 14.8 |
| Positive (top 3)   | 41.6                  | 63.7 | 15.0 | 35.7 | 47.8 | 39.8                   | 78.4 | 33.3 | 40.0 | 56.7 | 50.5 |
| Mean score   | 6.4                   | 7.8  | 5.2  | 6.7  | 6.9  | 6.5                    | 8.1  | 6.3  | 6.9  | 7.2  | 7.0  |
| N  | 101                   | 102  | 20   | 28   | 251  | 98                     | 97   | 75   | 70   | 60   | 400  |
| <b>PPR Ensures that tender submission takes less time</b>                    |                       |      |      |      |      |                        |      |      |      |      |      |
| Negative (bottom 3)  | 8.0                   | 2.0  | 0.0  | 0.0  | 4.0  | 5.1                    | 1.0  | 0.0  | 1.4  | 0.0  | 1.8  |
| Neutral  | 32.0                  | 27.5 | 33.3 | 39.3 | 31.0 | 29.6                   | 16.5 | 28.0 | 20.0 | 21.7 | 23.3 |
| Positive (top 3)   | 60.0                  | 70.6 | 66.7 | 60.7 | 64.9 | 65.3                   | 82.5 | 72.0 | 78.6 | 78.3 | 75.0 |
| Mean   | 7.3                   | 8.2  | 8.1  | 7.7  | 7.8  | 7.9                    | 8.7  | 8.3  | 8.6  | 8.7  | 8.4  |
| N  | 100                   | 102  | 18   | 28   | 248  | 98                     | 97   | 75   | 70   | 60   | 400  |
| <b>PPR Ensures that bill is paid within 28 days of assignment completion</b> |                       |      |      |      |      |                        |      |      |      |      |      |
| Negative (bottom 3)  | 32.3                  | 3.9  | 25.0 | 5.9  | 17.5 | 37.8                   | 5.2  | 6.7  | 14.3 | 15.0 | 16.5 |
| Neutral  | 40.4                  | 45.1 | 37.5 | 58.8 | 43.6 | 49.0                   | 48.5 | 70.7 | 65.7 | 53.3 | 56.5 |
| Positive (top 3)   | 27.3                  | 51.0 | 37.5 | 35.3 | 38.9 | 13.3                   | 46.4 | 22.7 | 20.0 | 31.7 | 27.0 |
| Mean   | 5.3                   | 7.2  | 5.7  | 6.8  | 6.3  | 4.3                    | 7.1  | 5.9  | 5.6  | 5.8  | 5.7  |
| N  | 99                    | 102  | 16   | 17   | 234  | 98                     | 97   | 75   | 70   | 60   | 400  |

*T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions*

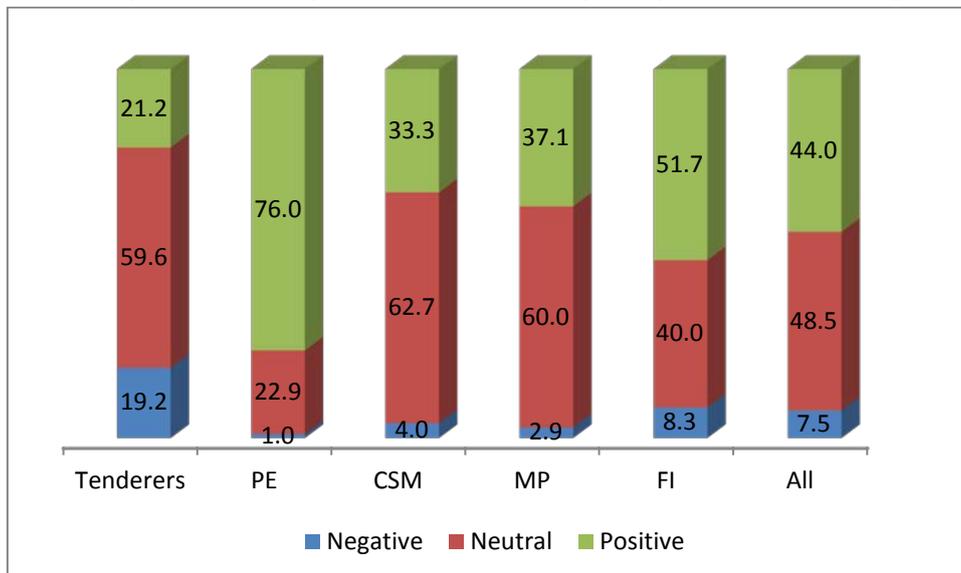
The response from these three statements were combined together to get the overall ratings of efficiency. Overall, efficiency of the PPR was found to be highly rated by all the respondents in the second tracking survey (mean score of 7.1). Similar to earlier aspects, PPR was considered as highly efficient by the respondents from the procurement entities (mean score 8.0) while the tenderers had the lowest rating (mean score 6.3) on the issue (Figure 3.5).

**Figure 3.5: Mean score of respondent's perception on Efficiency**



Finally, the result of the advanced multivariate analysis using Reliability Analysis (Chronbach's alpha), Factor Analysis, and partial correlation derived as a composite three-point approval scale (grouped as negative, neutral, and positive) revealed that PPR was considered efficient by more than three-fourths of the respondents from procurement entities (76%), which was agreed by 21 percent of the tenderers. A high level of neutral attitude towards efficiency of PPR was found among the respondents from tenderers (60%), civil society members (63%), and media professionals (60%) (Figure 3.6).

**Figure 3.6: Proportion of respondents with their perception on efficiency of PPR (%)**



### 3.2.4 Perception about the Accountability of PPR

The accountability of the PPR process was investigated through the respondent's level of agreement or disagreement with the statements, 'PPR Has brought accountability in public procurement' and 'PPR ensures rights of tenderers'. The respondent's opinion was taken through a choice of ten-point scale ranging from 'strongly disagree' to 'strongly agree' and the responses were clubbed as 'positive' attitudes (top 3), 'negative' (bottom 3) and 'neutral' attitudes (middle 4).

Around three-fifths of the respondents in the second tracking survey (59%) compared to 65 percent in the first tracking survey were in strong agreement that PPR has brought accountability in public procurement. Higher proportion of the respondents from the procurement entities (86%) showed positive attitude towards the statement compared to other categories of respondents (Table 3.5).

**Table 3.5: Percentage distribution of the respondents according to their perception on accountability indicators of Public Procurement Reform, in both the tracking survey (%)**

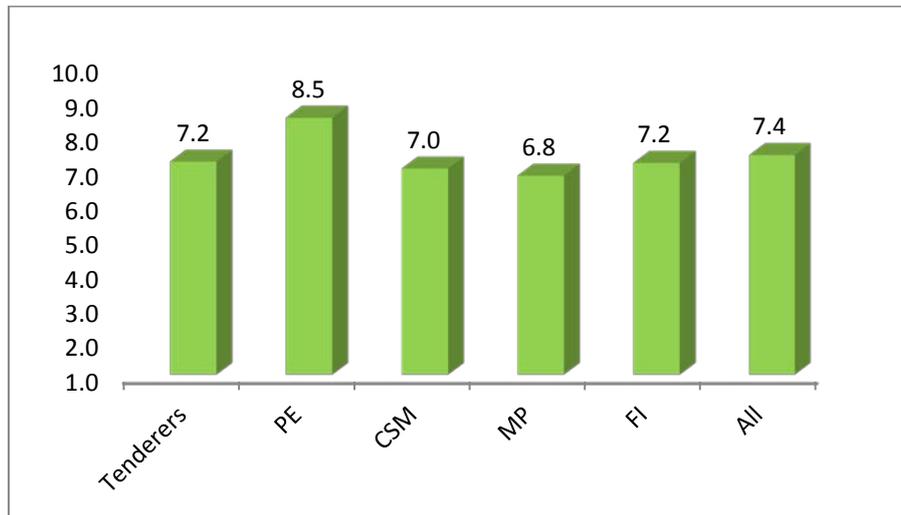
| Perception on Accountability Indicators                 | First Tracking Survey |            |           |           |            | Second tracking Survey |           |           |           |           |            |
|---|-----------------------|------------|-----------|-----------|------------|------------------------|-----------|-----------|-----------|-----------|------------|
|   | T                     | PE         | CSM       | FI        | All        | T                      | PE        | CSM       | MP        | FI        | All        |
| <b>PPR brought accountability in public procurement</b> |                       |            |           |           |            |                        |           |           |           |           |            |
| <b>Negative (bottom 3)</b>                              | 9.0                   | 0.0        | 5.0       | 3.6       | 4.4        | 8.2                    | 2.1       | 5.3       | 8.6       | 5.0       | 5.8        |
| <b>Neutral</b>  | 35.0                  | 15.7       | 60.0      | 50.0      | 30.8       | 37.8                   | 12.4      | 42.7      | 45.7      | 45.0      | 35.0       |
| <b>Positive (top 3)</b>                                 | 56.0                  | 84.3       | 35.0      | 46.4      | 64.8       | 54.1                   | 85.6      | 52.0      | 45.7      | 50.0      | 59.3       |
| <b>Mean score</b>                                       | 7.2                   | 8.9        | 6.5       | 7.2       | 7.8        | 7.1                    | 8.6       | 7.2       | 6.8       | 7.2       | 7.4        |
| <b>N</b>  | <b>100</b>            | <b>102</b> | <b>20</b> | <b>28</b> | <b>250</b> | <b>98</b>              | <b>97</b> | <b>75</b> | <b>70</b> | <b>60</b> | <b>400</b> |
| <b>PPR Ensures rights of tenderers</b>                  |                       |            |           |           |            |                        |           |           |           |           |            |
| <b>Negative (bottom 3)</b>                              | 15.8                  | 0.0        | 10.5      | 7.7       | 8.1        | 11.2                   | 1.0       | 5.3       | 8.6       | 8.3       | 6.8        |
| <b>Neutral</b>  | 30.7                  | 10.8       | 57.9      | 46.2      | 26.2       | 30.6                   | 23.7      | 54.7      | 50.0      | 41.7      | 38.5       |
| <b>Positive (top 3)</b>                                 | 53.5                  | 89.2       | 31.6      | 46.2      | 65.7       | 58.2                   | 75.3      | 40.0      | 41.4      | 50.0      | 54.8       |
| <b>Mean</b>   | 7.0                   | 8.8        | 6.0       | 7.2       | 7.7        | 7.3                    | 8.3       | 6.8       | 6.7       | 7.2       | 7.3        |
| <b>N</b>  | <b>101</b>            | <b>102</b> | <b>19</b> | <b>26</b> | <b>248</b> | <b>98</b>              | <b>97</b> | <b>75</b> | <b>70</b> | <b>60</b> | <b>400</b> |

*T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions*

In response to the query that 'PPR ensures rights of tenderers' more than half of the respondents in the second tracking survey (55%) showed positive attitude (top 3 rating). This was found higher among those in the first tracking survey (66%). Three-fourths of the respondents from the procurement entities (75%) in the second tracking survey expressed strong positive opinion while half or more of the respondents from media professionals (50%) and civil society members (55%) had neutral opinion on the query (Table 3.5).

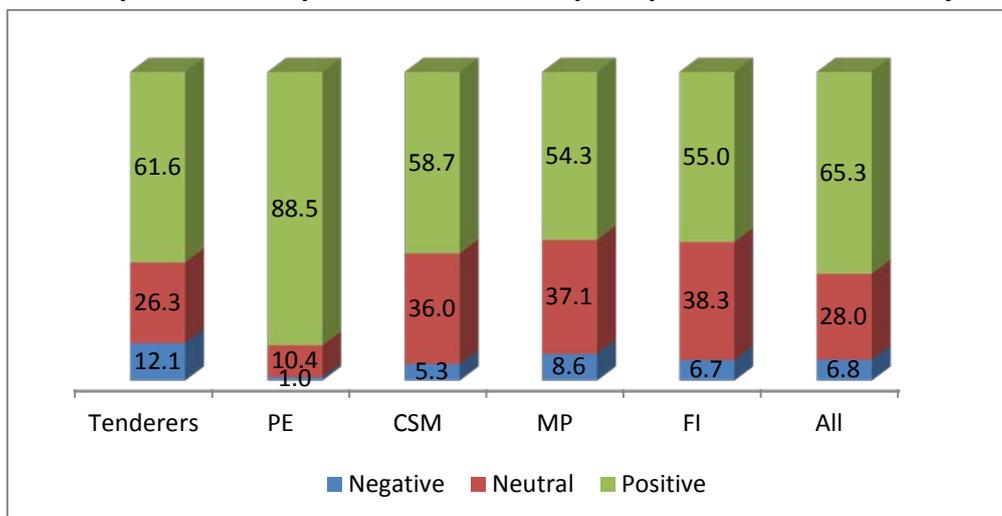
The response from these two statements were combined together to get the overall ratings of accountability. Overall, PPR process was considered highly accountable as it was highly rated by all the respondents in the second tracking survey (mean score of 7.4). This was more prevalent among the respondents from the procurement entities (mean score 8.5) compared to the other categories of respondents (Figure 3.7).

**Figure 3.7: Mean score of respondent's perception on accountability**



The result of the advanced multivariate analysis using Reliability Analysis (Chronbach's alpha), Factor Analysis, and partial correlation derived as a composite three-point approval scale (grouped as negative, neutral, and positive) indicated that PPR was considered accountable by overwhelming proportion of the respondents from procurement entities (88%), followed by tenderers (62%). However, near about two-fifths of the respondents from civil society members (36%), media professionals (37%), and financial institutions (38%) had neutral opinion on the issue (Figure 3.8).

**Figure 3.8: Proportion of respondents with their perception on accountability of PPR (%)**



### 3.2.5 Perception about Barriers of PPR

Finally, the respondents were asked about the barriers of PPR through reading out statements ‘in reality PPR does not work’, ‘PPR is too complicated to follow’ and ‘PPR is slowing down the procurement process’. The respondent’s opinion was taken through a choice of ten-point scale ranging from ‘strongly disagree’ to ‘strongly agree’ and the responses were clubbed as ‘positive’ attitudes (top 3), ‘negative’ (bottom 3) and ‘neutral’ attitudes (middle 4).

A strong disagreement to the statement that ‘in reality PPR does not work’ was found among 68 percent of the respondents in the second tracking survey compared to 62 percent in the first tracking survey. The similar negative opinion was found across all the categories of respondents, ranging from 60 percent to 78 percent (Table 3.6). This clearly indicates a positive perception of the respondents that PPR works well in reality.

On the other hand, in response to the query that ‘PPR is too complicated to understand and follow’ around half of the respondents in the second tracking survey (47%) were in strong agreement (top 3 rating). This was found consistent across all categories of the respondents. However, similar opinion was found among much lower proportion of the respondents in the first tracking survey (13%). Similarly, 55 percent of the respondents in the second tracking survey strongly admitted that PPR is slowing down the procurement process and this was also mentioned by higher proportion of the respondents from the procurement entities (63%). Fewer proportions of the tenderers had the same opinion on the slowing down process (46%) (Table 3.6).

**Table 3.6: Percentage distribution of the respondents according to their opinion on barriers of Public Procurement Reform, in both the tracking survey (%)**

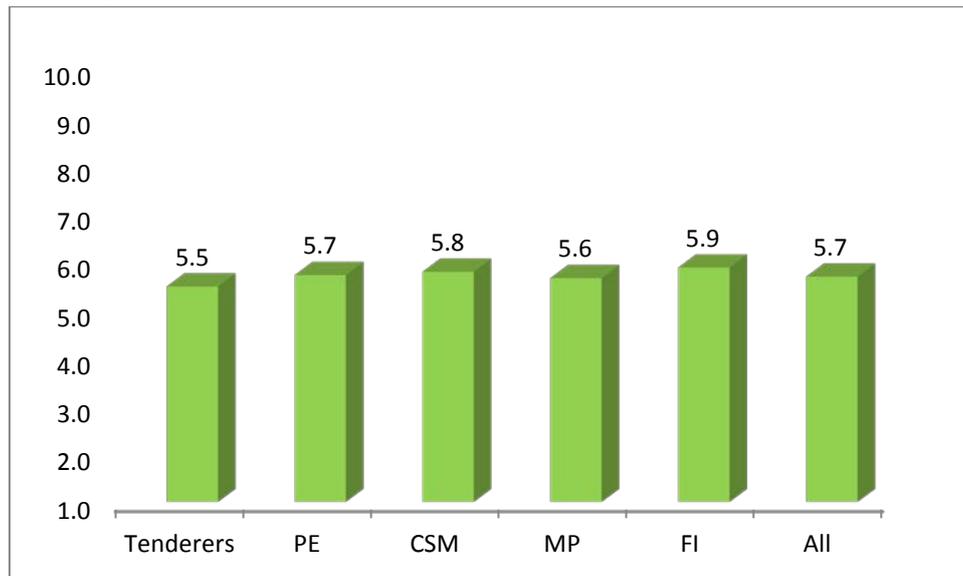
| Opinion on Barrier Indicators                      | First Tracking Survey |            |           |           |            | Second tracking Survey |           |           |           |           |            |
|--|-----------------------|------------|-----------|-----------|------------|------------------------|-----------|-----------|-----------|-----------|------------|
|  | T                     | PE         | CSM       | FI        | All        | T                      | PE        | CSM       | MP        | FI        | All        |
| <b>In reality doesn't work well</b>                |                       |            |           |           |            |                        |           |           |           |           |            |
| <b>Negative (bottom 3)</b>                         | 61.0                  | 76.5       | 20.0      | 40.7      | 61.8       | 61.2                   | 78.4      | 68.0      | 70.0      | 60.0      | 68.0       |
| <b>Neutral</b>                                     | 30.0                  | 19.6       | 70.0      | 59.3      | 32.1       | 28.6                   | 13.4      | 25.3      | 27.1      | 36.7      | 25.3       |
| <b>Positive (top 3)</b>                            | 9.0                   | 3.9        | 10.0      | 0.0       | 6.0        | 10.2                   | 8.2       | 6.7       | 2.9       | 3.3       | 6.8        |
| <b>Mean score</b>                                  | 3.6                   | 2.7        | 4.7       | 3.6       | 3.3        | 3.4                    | 2.8       | 3.1       | 2.8       | 3.3       | 3.1        |
| <b>N</b>   | <b>100</b>            | <b>102</b> | <b>20</b> | <b>27</b> | <b>249</b> | <b>98</b>              | <b>97</b> | <b>75</b> | <b>70</b> | <b>60</b> | <b>400</b> |
| <b>Is too complicated to understand and follow</b> |                       |            |           |           |            |                        |           |           |           |           |            |
| <b>Negative (bottom 3)</b>                         | 44.6                  | 62.7       | 20.0      | 48.1      | 50.4       | 17.3                   | 17.5      | 4.0       | 10.0      | 11.7      | 12.8       |
| <b>Neutral</b>                                     | 39.6                  | 29.4       | 45.0      | 48.1      | 36.8       | 38.8                   | 32.0      | 49.3      | 47.1      | 40.0      | 40.8       |
| <b>Positive (top 3)</b>                            | 15.8                  | 7.8        | 35.0      | 3.7       | 12.8       | 43.9                   | 50.5      | 46.7      | 42.9      | 48.3      | 46.5       |
| <b>Mean</b>  | 4.4                   | 3.4        | 5.9       | 3.7       | 4.1        | 6.4                    | 6.8       | 7.1       | 6.8       | 6.8       | 6.7        |

| Opinion on Barrier Indicators                  | First Tracking Survey |            |           |           |            | Second tracking Survey |           |           |           |           |            |
|--|-----------------------|------------|-----------|-----------|------------|------------------------|-----------|-----------|-----------|-----------|------------|
|  | T                     | PE         | CSM       | FI        | All        | T                      | PE        | CSM       | MP        | FI        | All        |
| <b>N</b>                                       | <b>101</b>            | <b>102</b> | <b>20</b> | <b>27</b> | <b>250</b> | <b>98</b>              | <b>97</b> | <b>75</b> | <b>70</b> | <b>60</b> | <b>400</b> |
| <b>Is slowing down the procurement process</b> |                       |            |           |           |            |                        |           |           |           |           |            |
| <b>Negative (bottom 3)</b>                     | 51.0                  | 60.8       | 52.6      | 67.9      | 57.0       | 15.3                   | 6.2       | 12.0      | 8.6       | 5.0       | 9.8        |
| <b>Neutral</b>                                 | 26.0                  | 30.4       | 47.4      | 28.6      | 29.7       | 38.8                   | 32.0      | 33.3      | 37.1      | 35.0      | 35.3       |
| <b>Positive (top 3)</b>                        | 23.0                  | 8.8        | 0.0       | 3.6       | 13.3       | 45.9                   | 61.9      | 54.7      | 54.3      | 60.0      | 55.0       |
| <b>Mean</b>                                    | 4.6                   | 3.4        | 3.5       | 3.1       | 3.8        | 6.6                    | 7.5       | 7.2       | 7.4       | 7.5       | 7.2        |
| <b>N</b>                                       | <b>100</b>            | <b>102</b> | <b>19</b> | <b>28</b> | <b>249</b> | <b>98</b>              | <b>97</b> | <b>75</b> | <b>70</b> | <b>60</b> | <b>400</b> |

T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions

The response from these two statements were combined together to get the overall ratings of barriers of PPR. By and large, PPR process was accepted with low level of barriers as the mean rating score was 5.7 among all the respondents in the second tracking survey. This was more or less consistent across all the categories, yet, with further less among the tenderers (mean score 5.5) compared to the other categories of respondents (Figure 3.9).

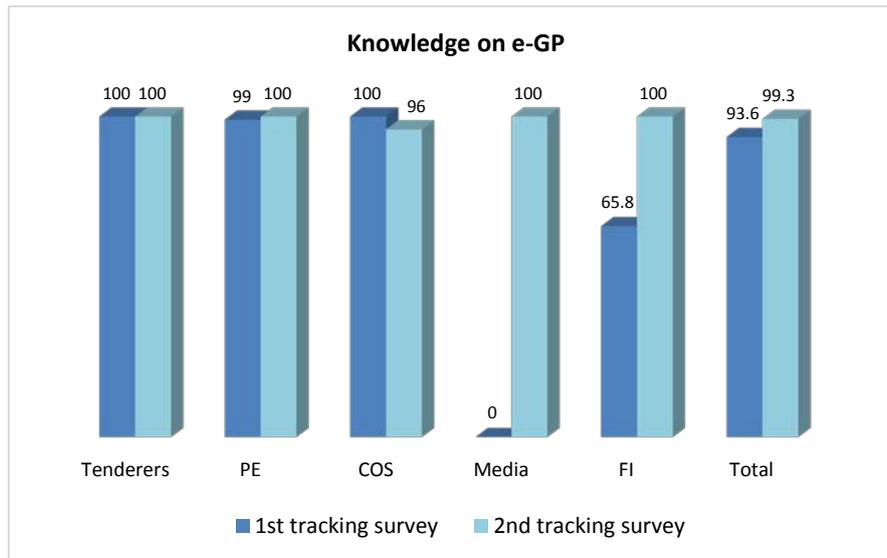
**Figure 3.9: Mean score of respondent's perception on barriers**



### 3.3 Knowledge on e-GP

The respondents were asked whether they heard about e-GP and almost all the respondents included in the second tracking survey responded positively (99.3%). The level of awareness has been increased from the first tracking survey (93.6%). The study also found universal awareness among the respondents from the financial institutions in the second tracking survey, increased from 66 percent in the first tracking survey. For other categories of respondents, similar level of awareness was found in both of the surveys (Figure 3.10).

**Figure 3.10: Percentage of the respondents who heard about e-GP (%)**



### 3.4 Opinion about e-GP system

Similar to measuring the perception about the public procurement reform (PPR), the study also looked at the perception of the respondents about the e-GP system. A similar process was followed for the assessment. The respondents were read out a number of attitudinal statements focusing on some of the aspects of e-GP and they were asked to respond on a scale of 1 to 10 - 1 being the weakest (strongly disagreed) and 10 being the strongest (strongly agreed) of the opinion. The attitudinal statements were further grouped into six categories, namely, Cost effectiveness, Transparency, Accessibility, Efficiency, Accountability of and Barriers for e-GP.

#### 3.4.1 Opinion about the Cost Effectiveness of e-GP

The respondent's level of agreement or disagreement regarding the cost effectiveness of e-GP was also assessed in the study. The respondents were read out the statements, 'in e-GP, most optimum use of money has been ensured' and 'e-GP saves transportation cost'. Respondent's opinion was taken through a choice of ten-point scale ranging from 'strongly disagree' to 'strongly agree' and the responses were clubbed as 'positive' attitudes (top 3), 'negative' (bottom 3) and 'neutral' attitudes (middle 4) (Table 3.7).

**Table 3.7: Percentage distribution of the respondents according to their opinion on cost effectiveness indicators of e-GP, in both the tracking survey (%)**

| Opinion on Cost-effectiveness of e-GP             | First Tracking Survey |            |           |           |            | Second tracking Survey |           |           |           |           |            |
|---|-----------------------|------------|-----------|-----------|------------|------------------------|-----------|-----------|-----------|-----------|------------|
|   | T                     | PE         | CSM       | FI        | All        | T                      | PE        | CSM       | MP        | FI        | All        |
| <b>Most optimum use of money has been ensured</b> |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)                               | 5.0                   | 0.0        | 14.3      | 4.5       | 3.7        | 6.1                    | 2.1       | 1.4       | 11.4      | 8.3       | 5.5        |
| Neutral   | 34.0                  | 20.2       | 52.4      | 45.5      | 31.0       | 48.0                   | 21.6      | 52.8      | 57.1      | 51.7      | 44.6       |
| Positive (top 3)                                  | 61.0                  | 79.8       | 33.3      | 50.0      | 65.3       | 45.9                   | 76.3      | 45.8      | 31.4      | 40.0      | 49.9       |
| Mean score  | 7.6                   | 8.6        | 6.4       | 7.4       | 7.9        | 7.0                    | 8.3       | 7.0       | 6.3       | 6.5       | 7.1        |
| <b>N</b>  | <b>100</b>            | <b>99</b>  | <b>21</b> | <b>22</b> | <b>242</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |
| <b>It saves transportation cost</b>               |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)                               | 2.0                   | 0.0        | 0.0       | 4.0       | 1.2        | 6.1                    | 0.0       | 1.4       | 1.4       | 1.7       | 2.3        |
| Neutral   | 22.8                  | 5.0        | 14.3      | 12.0      | 13.8       | 21.4                   | 16.5      | 29.2      | 24.3      | 20.0      | 21.9       |
| Positive (top 3)                                  | 75.2                  | 95.0       | 85.7      | 84.0      | 85.0       | 72.4                   | 83.5      | 69.4      | 74.3      | 78.3      | 75.8       |
| Mean  | 8.4                   | 9.3        | 8.5       | 8.1       | 8.8        | 8.2                    | 8.7       | 8.2       | 8.4       | 8.6       | 8.4        |
| <b>N</b>  | <b>101</b>            | <b>100</b> | <b>21</b> | <b>25</b> | <b>247</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |

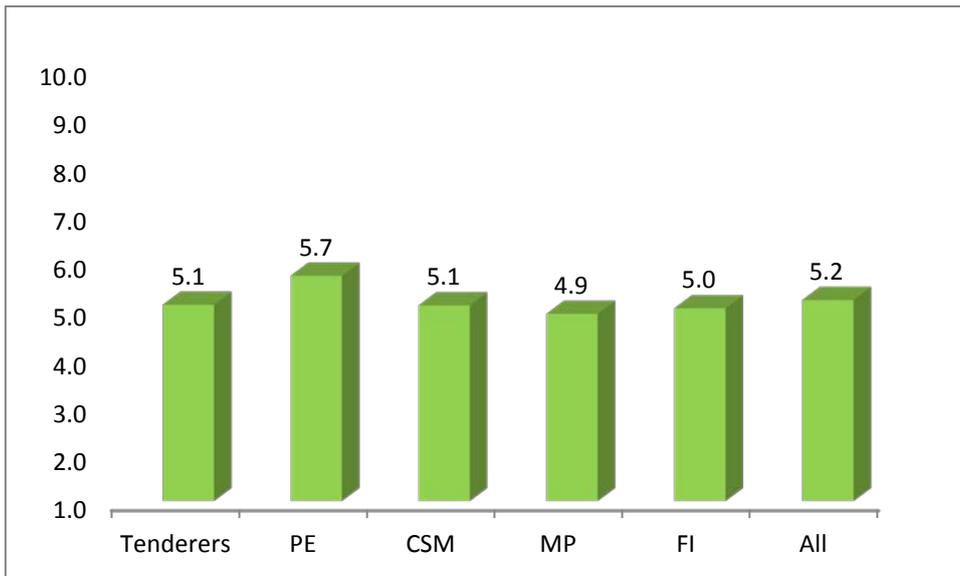
*T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions*

According to the findings, in the second tracking survey, half of the respondents (50%) 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 procurement entities (PE) (76%) while was found least among media professionals (FI) (31%). Overall, this attitude was found little higher among the respondents in the first tracking survey (65%) (Table 3.7).

Further, around three-fourths of the respondents in the second tracking survey (76%) showed positive attitude (top 3 rating) to the query that 'e-GP saves transportation cost'. This was higher among those in the first tracking survey (85%). In the second tracking survey, overall higher proportion of the respondents, ranging from 69 percent to 84 percent, expressed strong agreement to the query (Table 3.7).

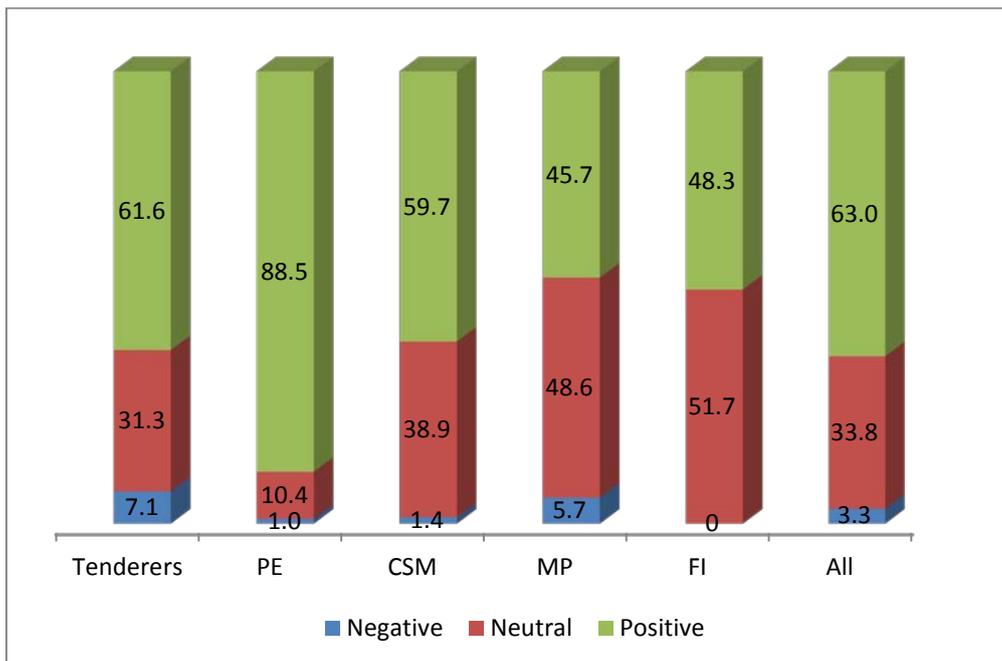
The response from these two statements were combined together to get an overall ratings of cost-effectiveness. By and large, effectiveness of the PPR was somewhat middle rated by all the respondents in the second tracking survey (mean score of 5.2). Among the respondents, e-GP was considered as cost-effective mostly by the respondents from the procurement entities (mean score 5.7) while those from media professionals had lowest rating (mean score 4.9) (Figure 3.11).

**Figure 3.11: Mean score of respondent's opinion on cost-effectiveness of e-GP**



The result of the advanced multivariate analysis using Reliability Analysis (Chronbach’s alpha), Factor Analysis, and partial correlation derived as a composite three-point approval scale (grouped as negative, neutral, and positive) revealed that agreement of the cost-effectiveness of the e-GP was highly prevalent among respondents from procurement entities (89%). Around three-fifths of the tenderers (62%) and civil society members (60%) had the same opinion. On the other hand, around half of the respondents from financial institutes (52%) and media professions (49%) had neutral opinion regarding the cost-effectiveness of e-GP (Figure 3.12).

**Figure 3.12: Proportion of respondents with their opinion on cost-effectiveness of e-GP (%)**



### 3.4.2 Opinion about the Transparency of e-GP

The study attempted to understand the levels of agreement or disagreement of the respondents regarding the transparency of e-GP. The respondents were read out the statements, ‘tendering process has become transparent’, ‘Less possibility of corruption prevail in the country’, ‘Interference/Use of undue power exercise has decreased’ and ‘Prevents syndication/collusion among Tenderers’. To get their response, the respondents were given a choice of options on ten-point scale ranging from ‘strongly disagree’ to ‘strongly agree’. The responses were further clubbed with top 3 ratings as ‘positive’ attitudes, bottom 3 ratings as ‘negative’ and middle 4 ratings as ‘neutral’ attitudes towards each of the statement.

Findings revealed that in the second tracking survey, two-thirds of the respondents (66%) strongly agreed that tendering process has become transparent in e-GP system. This was found much higher among the respondents from procurement entities (PE) (86%) compared to other categories. However, this attitude was found among higher proportion of the respondents in the first tracking survey (86%) (Table 3.8).

Further, 58 percent of the respondents in the second tracking survey showed positive attitude (top 3 rating) to the query that ‘less possibility of corruption prevail in the country’, which was higher among those in the first tracking survey (71%). Eighty-five percent of the respondents from the procurement entities in the second tracking survey expressed similar strong opinion on the issue (Table 3.8).

**Table 3.8: Percentage distribution of the respondents according to their opinion on transparency indicators of e-GP system, in both the tracking survey (%)**

| Opinion on Transparency of e-GP                              | First Tracking Survey |            |           |           |            | Second tracking Survey |           |           |           |           |            |
|--|-----------------------|------------|-----------|-----------|------------|------------------------|-----------|-----------|-----------|-----------|------------|
|  | T                     | PE         | CSM       | FI        | All        | T                      | PE        | CSM       | MP        | FI        | All        |
| <b>Tendering process has become transparent</b>              |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)  | 4.0                   | 0.0        | 0.0       | 0.0       | 1.6        | 5.1                    | 1.0       | 0.0       | 4.3       | 5.0       | 3.0        |
| Neutral  | 17.8                  | 4.0        | 19.0      | 20.0      | 12.5       | 29.6                   | 13.4      | 43.1      | 40.0      | 36.7      | 31.0       |
| Positive (top 3)   | 78.2                  | 96.0       | 81.0      | 80.0      | 85.9       | 65.3                   | 85.6      | 56.9      | 55.7      | 58.3      | 66.0       |
| Mean score   | 8.1                   | 9.3        | 8.3       | 8.3       | 8.6        | 8.0                    | 8.8       | 7.5       | 7.4       | 7.6       | 8.0        |
| <b>N</b>   | <b>101</b>            | <b>101</b> | <b>21</b> | <b>25</b> | <b>248</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |
| <b>Less possibility of corruption prevail in the country</b> |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)  | 9.9                   | 0.0        | 19.0      | 0.0       | 5.7        | 11.2                   | 1.0       | 1.4       | 10.0      | 6.7       | 6.0        |
| Neutral  | 31.7                  | 12.9       | 14.3      | 37.5      | 23.1       | 29.6                   | 14.4      | 48.6      | 47.1      | 55.0      | 36.3       |
| Positive (top 3)   | 58.4                  | 87.1       | 66.7      | 62.5      | 71.3       | 59.2                   | 84.5      | 50.0      | 42.9      | 38.3      | 57.7       |
| Mean   | 7.3                   | 8.9        | 6.9       | 8.0       | 8.0        | 7.1                    | 8.6       | 7.2       | 6.8       | 6.9       | 7.4        |

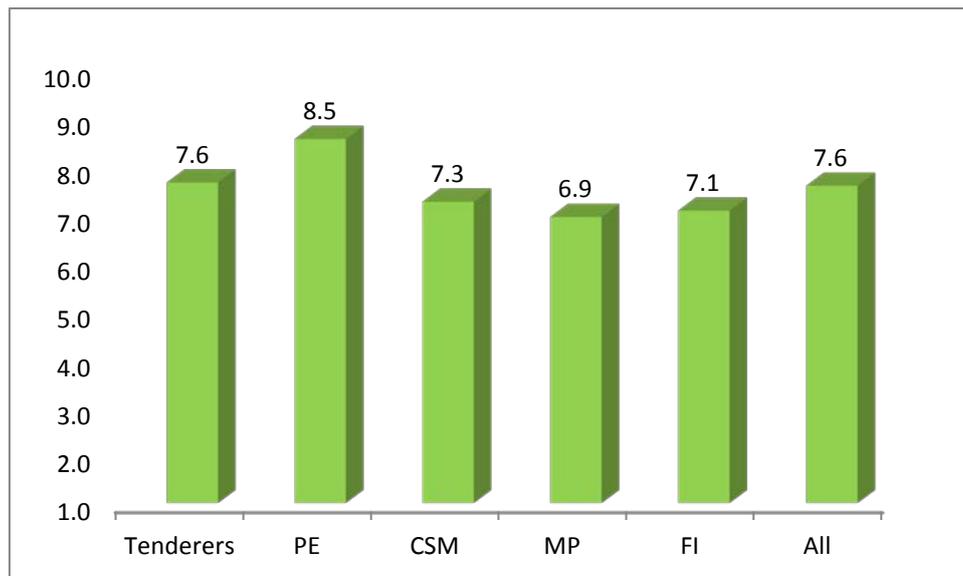
| Opinion on Transparency of e-GP                               | First Tracking Survey |            |           |           |            | Second tracking Survey |           |           |           |           |            |
|---|-----------------------|------------|-----------|-----------|------------|------------------------|-----------|-----------|-----------|-----------|------------|
|   | T                     | PE         | CSM       | FI        | All        | T                      | PE        | CSM       | MP        | FI        | All        |
| <b>N</b>  | <b>101</b>            | <b>101</b> | <b>21</b> | <b>24</b> | <b>247</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |
| <b>Interference/Use of undue power exercise has decreased</b> |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)   | 6.9                   | 1.0        | 23.8      | 4.2       | 5.7        | 5.1                    | 0.0       | 2.8       | 8.6       | 10.0      | 4.8        |
| Neutral   | 26.7                  | 3.0        | 47.6      | 25.0      | 18.6       | 34.7                   | 11.3      | 45.8      | 50.0      | 45.0      | 35.3       |
| Positive (top 3)  | 66.3                  | 96.0       | 28.6      | 70.8      | 75.7       | 60.2                   | 88.7      | 51.4      | 41.4      | 45.0      | 59.9       |
| Mean  | 8.0                   | 9.2        | 6.0       | 8.0       | 8.3        | 7.5                    | 8.6       | 7.1       | 6.7       | 6.8       | 7.5        |
| <b>N</b>  | <b>101</b>            | <b>101</b> | <b>21</b> | <b>24</b> | <b>247</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |
| <b>Prevents syndication/collusion among Tenderers</b>         |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)   | 7.1                   | 3.0        | 4.8       | 0.0       | 4.5        | 4.1                    | 2.1       | 2.8       | 10.0      | 11.7      | 5.5        |
| Neutral   | 17.2                  | 9.9        | 52.4      | 36.0      | 19.1       | 28.6                   | 25.8      | 55.6      | 50.0      | 40.0      | 38.3       |
| Positive (top 3)  | 75.8                  | 87.1       | 42.9      | 64.0      | 76.4       | 67.3                   | 72.2      | 41.7      | 40.0      | 48.3      | 56.2       |
| Mean  | 8.2                   | 8.8        | 7.1       | 7.9       | 8.3        | 7.9                    | 8.2       | 7.2       | 6.8       | 7.0       | 7.5        |
| <b>N</b>  | <b>99</b>             | <b>101</b> | <b>21</b> | <b>25</b> | <b>246</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |

*T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions*

Similarly, 60 percent of the respondents in the second tracking survey strongly agreed to the statement that through e-GP interference/use of undue power exercise has decreased, which was found higher in the first tracking survey (76%). Moreover, more than half of the respondents in the second tracking survey (56%) were in strong opinion that e-GP system prevents syndication/collusion among the tenderers. This statement was further supported by 67 percent of the tenderers (Table 3.8).

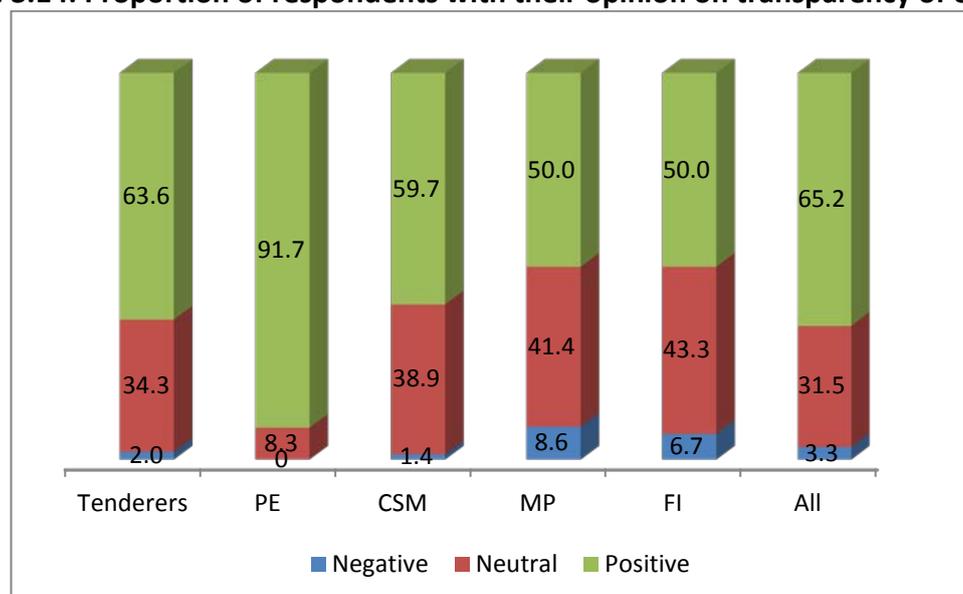
Further, the response from these four statements were combined together to get an overall ratings of transparency. By and large, transparency issue of the e-GP was highly rated by all the respondents in the second tracking survey (mean score of 7.6). Among them, respondents from the procurement entities were found to have rated the PPR as most highly transparent (mean score 8.5) while those from media professionals had lowest rating (mean score 6.9) (Figure 3.13).

**Figure 3.13: Mean score of respondent's opinion on Transparency of e-GP**



Furthermore, advanced multivariate analysis was conducted to get an understanding of the collective agreement of all the respondents regarding the transparency of the e-GP. 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 approval of the transparency of the e-GP was overwhelming prevalent among respondents from procurement entities (92%) compared to the tenderers (64%) and respondents from civil society members (60%). However, similar proportion of the respondents from media professions (41%) and financial institutions (43%), had neutral attitude towards the issue (Figure 3.14).

**Figure 3.14: Proportion of respondents with their opinion on transparency of e-GP (%)**



### 3.4.3 Opinion about the Accessibility of e-GP

To understand the levels of agreement or disagreement of the respondents regarding the accessibility of e-GP, they were read out the statements, 'Tender submission, evaluation and notification of award has become easier' and 'Tender schedule has become easily available'. The responses taken from a choice of options on ten-point scale ranging from 'strongly disagree' to 'strongly agree' were clubbed with top 3 ratings as 'positive' attitudes, bottom 3 ratings as 'negative' and middle 4 ratings as 'neutral' attitudes towards each of the statement.

According to the findings, near about three-fourths of the respondents (72%) strongly agreed that tender submission, evaluation and notification of aware have become easier in e-GP system as against 82 percent of the respondents from the first tracking survey. In the current survey, the positive opinion was found much higher among the respondents from procurement entities (PE) (89%) followed by those from financial institutions (FI) (72%). Among the other categories, positive attitude ranged from 63 percent to 67 percent (Table 3.9).

Regarding the easy availability of tender schedule, 69 percent of the respondents in the second tracking survey possessed strong positive opinion. This was much higher among those in the first tracking survey (81%). Consistent proportion of the respondents from the procurement entities (80%) and those from financial institutions (77%) in the second tracking survey expressed similar opinion (Table 3.9).

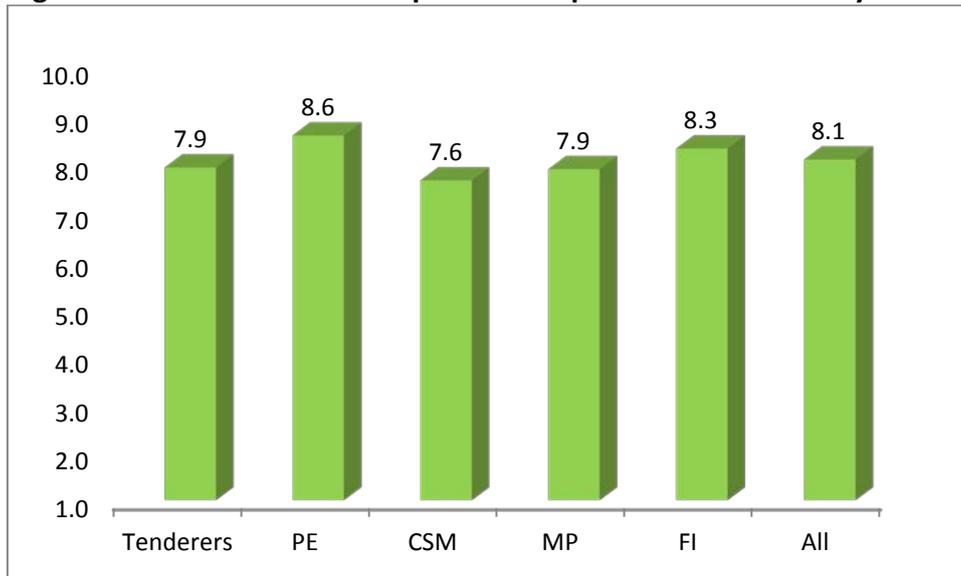
**Table 3.9: Percentage distribution of the respondents according to their opinion on accessibility of e-GP, in both the tracking survey (%)**

| Opinion on accessibility of e-GP  | First Tracking Survey |            |           |           |            | Second tracking Survey |           |           |           |           |            |
|---|-----------------------|------------|-----------|-----------|------------|------------------------|-----------|-----------|-----------|-----------|------------|
|   | T                     | PE         | CSM       | FI        | All        | T                      | PE        | CSM       | MP        | FI        | All        |
| <b>Tender submission, evaluation and notification of award have become easier</b> |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)   | 5.0                   | 0.0        | 0.0       | 0.0       | 2.0        | 3.1                    | 0.0       | 0.0       | 0.0       | 1.7       | 1.0        |
| Neutral   | 20.8                  | 11.9       | 23.8      | 12.0      | 16.5       | 29.6                   | 11.3      | 37.5      | 37.1      | 26.7      | 27.5       |
| Positive (top 3)  | 74.3                  | 88.1       | 76.2      | 88.0      | 81.5       | 67.3                   | 88.7      | 62.5      | 62.9      | 71.7      | 71.5       |
| Mean score  | 7.9                   | 8.8        | 8.3       | 8.8       | 8.4        | 7.9                    | 8.7       | 7.8       | 7.8       | 8.1       | 8.1        |
| <b>N</b>  | <b>101</b>            | <b>101</b> | <b>21</b> | <b>25</b> | <b>248</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |
| <b>Tender schedule became easily available</b>                                    |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)   | 1.0                   | 0          | 5.0       | 0         | 1.0        | 5.0                    | 0         | 1.0       | 4.0       | 2.0       | 3.0        |
| Neutral   | 18.8                  | 15.0       | 40.0      | 16.0      | 18.7       | 28.6                   | 19.6      | 45.8      | 30.0      | 21.7      | 28.7       |
| Positive (top 3)  | 80.2                  | 85.0       | 55.0      | 84.0      | 80.5       | 66.3                   | 80.4      | 52.8      | 65.7      | 76.7      | 68.8       |
| Mean  | 8.5                   | 8.9        | 7.3       | 8.5       | 8.5        | 7.9                    | 8.4       | 7.4       | 7.9       | 8.5       | 8.0        |
| <b>N</b>  | <b>101</b>            | <b>100</b> | <b>20</b> | <b>25</b> | <b>246</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |

T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions

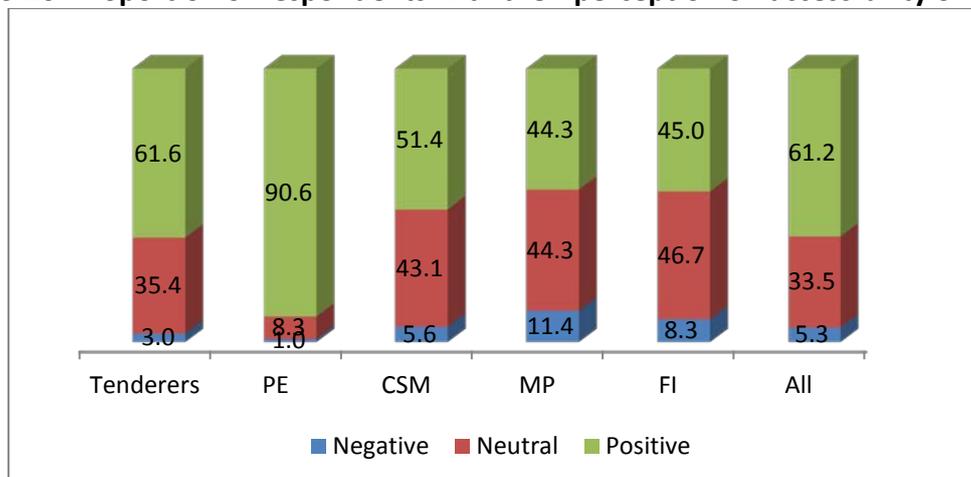
The response from these two statements were combined together to get the overall ratings of accessibility. By and large, e-GP system was found to be highly accessible as rated by all the respondents in the second tracking survey (mean score of 8.1). Similar to earlier aspects, e-GP was considered as highly accessible by the respondents from the procurement entities (mean score 8.6) while the civil society members had the lowest rating (mean score 7.6) on the issue (Figure 3.15).

**Figure 3.15: Mean score of respondent's opinion on Accessibility of e-GP**



When the result of the advanced multivariate analysis using Reliability Analysis (Chronbach's alpha), Factor Analysis, and partial correlation derived as a composite three-point approval scale (grouped as negative, neutral, and positive), the findings revealed that e-GP was considered accessible by wide majority of the respondents from procurement entities (91%) followed by 62 percent of the tenderers. By and large, similar proportion of the other categories of the respondents expressed neutral attitude on the query (Figure 3.16).

**Figure 3.16: Proportion of respondents with their perception on accessibility of e-GP (%)**



### 3.4.4 Opinion about the Efficiency of e-GP

To understand the levels of agreement or disagreement of the respondents regarding the efficiency of e-GP, they were read out the statements, 'Processing of tendering time has decreased', 'Bureaucratic complications have lessened', and 'Quality of work has improved'. The responses taken from a choice of options on ten-point scale ranging from 'strongly disagree' to 'strongly agree' were clubbed with top 3 ratings as 'positive' attitudes, bottom 3 ratings as 'negative' and middle 4 ratings as 'neutral' attitudes towards each of the statement.

More than three-fourths of the respondents in the second tracking survey (76%) strongly agreed that due to e-GP, processing of tendering time has decreased, which was found lower among those in the first tracking survey (72%). A large majority of the respondents from the procurement entities in the second tracking survey (87%) expressed similar opinion followed by those from financial institutions (80%) and civil society members (72%) (Table 3.10).

Further, the findings indicated that in the second tracking survey, 56 percent of the respondents strongly agreed that bureaucratic complications have lessened in e-GP system, which was found higher among the respondents from the procurement entities (78%). This was found higher among the respondents from the first tracking survey (71%) (Table 3.10). Moreover, near about half of the respondents in the second tracking survey (47%) strongly admitted that because of e-GP, quality of work has improved, which was much lower among those in the first tracking survey (63%). More than 6 out of 10 respondents from the procurement entities in the second tracking survey (61%) expressed similar opinion followed by similar proportion of tenderers (49%) and those from financial institutions (47%) (Table 3.10).

**Table 3.10: Percentage distribution of the respondents according to their opinion on efficiency indicators of e-GP, in both the tracking survey (%)**

| Opinion on efficiency of e-GP                     | First Tracking Survey |            |           |           |            | Second tracking Survey |           |           |           |           |            |
|---|-----------------------|------------|-----------|-----------|------------|------------------------|-----------|-----------|-----------|-----------|------------|
|   | T                     | PE         | CSM       | FI        | All        | T                      | PE        | CSM       | MP        | FI        | All        |
| <b>Processing of tendering time has decreased</b> |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)                               | 10.9                  | 2.0        | 0.0       | 0.0       | 5.3        | 3.1                    | 0.0       | 0.0       | 1.4       | 0.0       | 1.0        |
| Neutral   | 23.8                  | 24.8       | 20.0      | 12.0      | 22.7       | 30.6                   | 13.4      | 27.8      | 24.3      | 20.0      | 23.2       |
| Positive (top 3)                                  | 65.3                  | 73.3       | 80.0      | 88.0      | 72.1       | 66.3                   | 86.6      | 72.2      | 74.3      | 80.0      | 75.8       |
| Mean score  | 7.6                   | 8.3        | 8.5       | 8.8       | 8.1        | 7.9                    | 8.7       | 8.0       | 8.4       | 8.5       | 8.3        |
| <b>N</b>  | <b>101</b>            | <b>101</b> | <b>20</b> | <b>25</b> | <b>247</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |
| <b>Bureaucratic complications have lessened</b>   |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)                               | 8.2                   | 0.0        | 0.0       | 0.0       | 3.3        | 6.1                    | 0.0       | 1.4       | 7.1       | 3.3       | 3.5        |

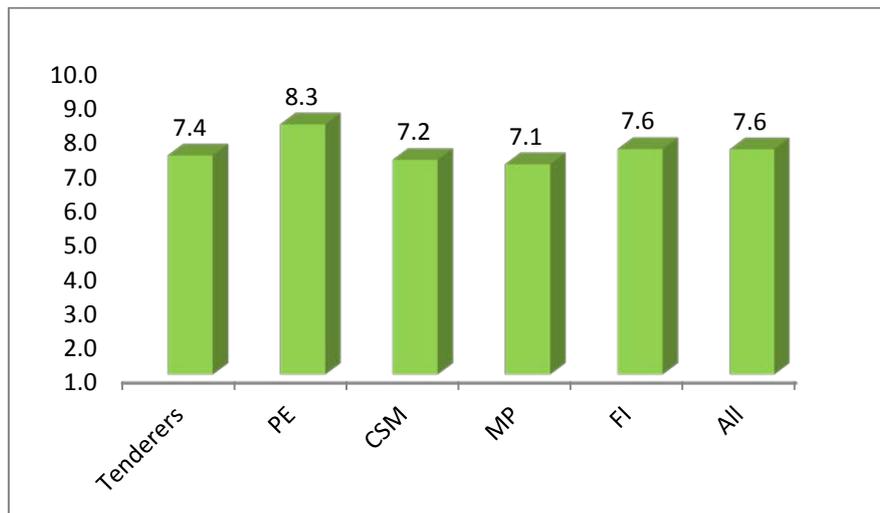
| Opinion on efficiency of e-GP       | First Tracking Survey |            |           |           |            | Second tracking Survey |           |           |           |           |            |
|-------------------------------------|-----------------------|------------|-----------|-----------|------------|------------------------|-----------|-----------|-----------|-----------|------------|
|                                     | T                     | PE         | CSM       | FI        | All        | T                      | PE        | CSM       | MP        | FI        | All        |
| Neutral                             | 34.7                  | 12.9       | 38.1      | 33.3      | 25.8       | 46.9                   | 21.6      | 54.2      | 45.7      | 40.0      | 40.8       |
| Positive (top 3)                    | 57.1                  | 87.1       | 61.9      | 66.7      | 70.9       | 46.9                   | 78.4      | 44.4      | 47.1      | 56.7      | 55.7       |
| Mean                                | 7.2                   | 8.9        | 7.5       | 8.2       | 8.0        | 7.1                    | 8.5       | 7.1       | 7.1       | 7.3       | 7.5        |
| <b>N</b>                            | <b>98</b>             | <b>101</b> | <b>21</b> | <b>24</b> | <b>244</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |
| <b>Quality of work has improved</b> |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)                 | 2.0                   | 1.0        | 20.0      | 4.0       | 3.0        | 10.0                   | 3.0       | 8.0       | 20.0      | 8.0       | 10.0       |
| Neutral                             | 30.9                  | 27.0       | 50.0      | 60.9      | 33.8       | 40.8                   | 36.1      | 54.2      | 47.1      | 45.0      | 43.8       |
| Positive (top 3)                    | 67.0                  | 72.0       | 30.0      | 34.8      | 62.9       | 49.0                   | 60.8      | 37.5      | 32.9      | 46.7      | 46.6       |
| Mean                                | 7.7                   | 8.0        | 5.6       | 7.0       | 7.6        | 7.1                    | 7.6       | 6.6       | 5.9       | 6.9       | 6.9        |
| <b>N</b>                            | <b>97</b>             | <b>100</b> | <b>20</b> | <b>23</b> | <b>240</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |

T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions

However, regarding the payment of bills within 28 days of assignment completion, positive opinion was found among around one-fourth of the respondents in the second tracking survey (27%), which was much higher among the respondents from the first tracking survey (39%). Near about two-fifths of the tenderers in the second tracking survey (38%) showed strong disagreement to the statement (Table 3.10).

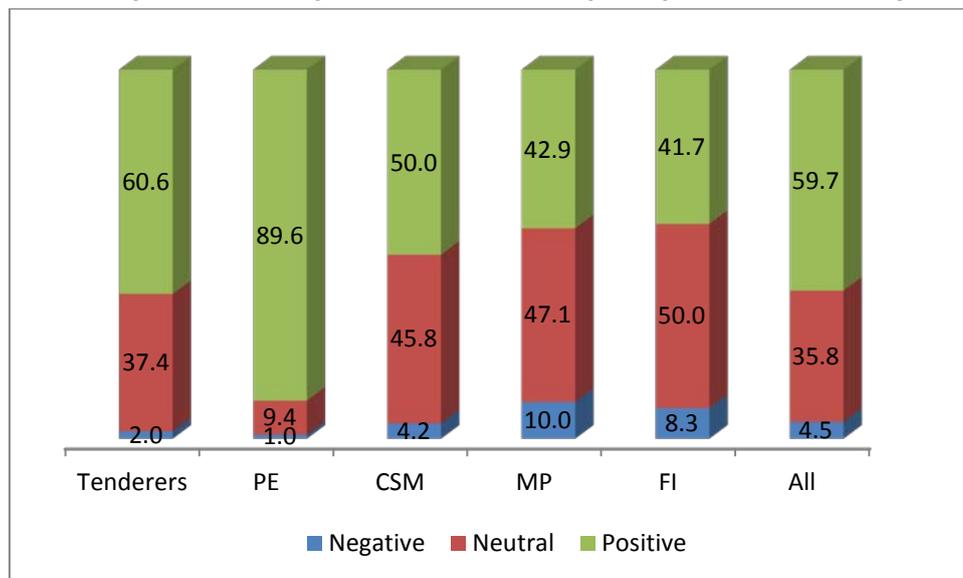
The response from these three statements were combined together to get the overall ratings of efficiency. Overall, efficiency of the e-GP was found to be highly rated by all the respondents in the second tracking survey (mean score of 7.6). Similar to earlier aspects, e-GP was considered as highly efficient by the respondents from the procurement entities (mean score 8.3) while the media professionals had the lowest rating (mean score 7.1) on the issue (Figure 3.17).

**Figure 3.17: Mean score of respondent's opinion on efficiency of e-GP**



The result of the advanced multivariate analysis using Reliability Analysis (Chronbach’s alpha), Factor Analysis, and partial correlation derived as a composite three-point approval scale (grouped as negative, neutral, and positive) revealed that e-GP was considered efficient by 90 percent of the respondents from procurement entities, which was distantly followed by 61 percent of the tenderers and half of the civil society members. A somewhat high level of neutral attitude towards efficiency of e-GP was also found among the respondents from financial institutions (50%), media professionals (47%) and civil society members (46%) (Figure 3.18).

**Figure 3.18: Proportion of respondents with their perception on efficiency of e-GP (%)**



### 3.4.5 Opinion about the Accountability of e-GP

The accountability of the e-GP process was investigated through the respondent’s level of agreement or disagreement with the statements, ‘Accountability has been established’ and ‘Equal opportunities have been established’. The respondent’s opinion was taken through a choice of ten-point scale ranging from ‘strongly disagree’ to ‘strongly agree’ and the responses were clubbed as ‘positive’ attitudes (top 3), ‘negative’ (bottom 3) and ‘neutral’ attitudes (middle 4) (Table 3.11).

More than half of the respondents in the second tracking survey (55%) compared to 69 percent in the first tracking survey were in strong agreement that due to e-GP, accountability has been established. Higher proportion of the respondents from the procurement entities (80%) showed positive attitude towards the statement compared to other categories of respondents (Table 3.11).

In response to the query that ‘through e-GP, equal opportunities have been established for everyone’ more than half of the respondents in the second tracking survey (55%) showed

positive attitude (top 3 rating). This was found little higher among those in the first tracking survey (69%). Four-fifths of the respondents from the procurement entities (80%) in the second tracking survey expressed strong positive opinion (Table 3.11).

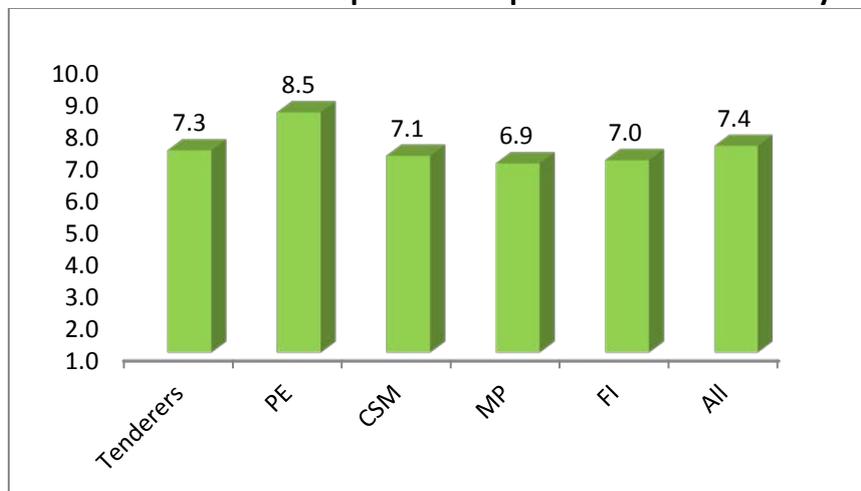
**Table 3.11: Percentage distribution of the respondents according to their opinion on accountability indicators of e-GP system, in both the tracking survey (%)**

| Opinion on Accountability of e-GP                             | First Tracking Survey |            |           |           |            | Second tracking Survey |           |           |           |           |            |
|---|-----------------------|------------|-----------|-----------|------------|------------------------|-----------|-----------|-----------|-----------|------------|
|   | T                     | PE         | CSM       | FI        | All        | T                      | PE        | CSM       | MP        | FI        | All        |
| <b>Accountability has been established</b>                    |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)   | 9.0                   | 1.0        | 0.0       | 0.0       | 4.1        | 8.2                    | 2.1       | 2.8       | 14.3      | 3.3       | 6.0        |
| Neutral   | 34.0                  | 11.9       | 47.6      | 45.8      | 27.2       | 38.8                   | 17.5      | 51.4      | 40.0      | 60.0      | 39.3       |
| Positive (top 3)  | 57.0                  | 87.1       | 52.4      | 54.2      | 68.7       | 53.1                   | 80.4      | 45.8      | 45.7      | 36.7      | 54.7       |
| Mean score  | 7.1                   | 8.8        | 7.2       | 7.9       | 7.9        | 7.1                    | 8.5       | 7.0       | 6.8       | 6.7       | 7.3        |
| <b>N</b>  | <b>100</b>            | <b>101</b> | <b>21</b> | <b>24</b> | <b>246</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |
| <b>Equal opportunities have been established for everyone</b> |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)   | 11.9                  | 1.0        | 14.3      | 0.0       | 6.5        | 7.1                    | 3.1       | 0.0       | 10.0      | 5.0       | 5.0        |
| Neutral   | 31.7                  | 11.9       | 33.3      | 20.0      | 22.6       | 34.7                   | 10.3      | 54.2      | 40.0      | 41.7      | 34.3       |
| Positive (top 3)  | 56.4                  | 87.1       | 52.4      | 80.0      | 71.0       | 58.2                   | 86.6      | 45.8      | 50.0      | 53.3      | 60.7       |
| Mean  | 7.3                   | 8.9        | 7.0       | 8.1       | 8.0        | 7.4                    | 8.5       | 7.3       | 7.0       | 7.4       | 7.6        |
| <b>N</b>  | <b>101</b>            | <b>101</b> | <b>21</b> | <b>25</b> | <b>248</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |

T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions

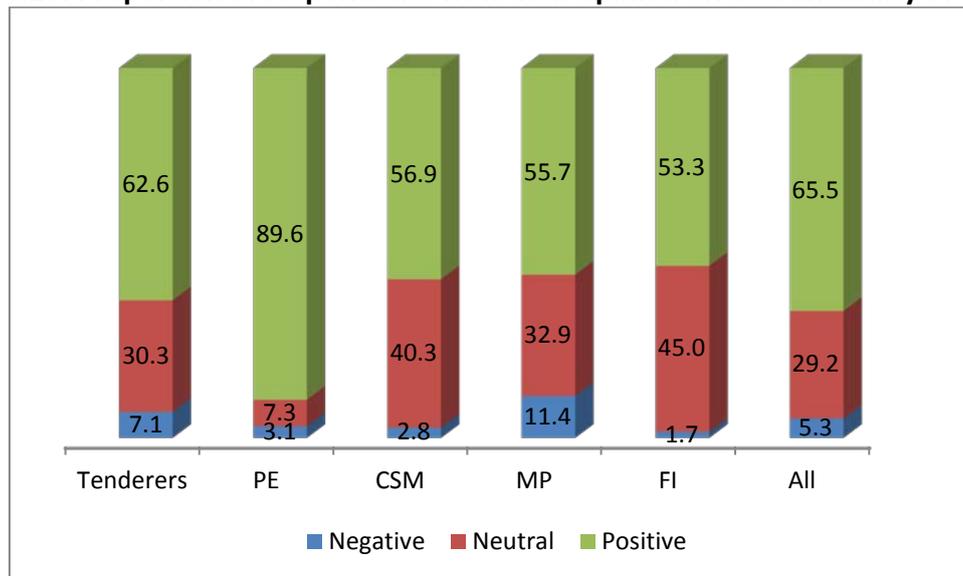
The response from these three statements were combined together to get the overall ratings of accountability. Overall, the e-GP system was considered highly accountable as it was highly rated by all the respondents in the second tracking survey (mean score of 7.4). This was more prevalent among the respondents from the procurement entities (mean score 8.5) compared to the other categories of respondents (Figure 3.19).

**Figure 3.19: Mean score of respondent's opinion on accountability of e-GP**



The result of the advanced multivariate analysis using Reliability Analysis (Chronbach's alpha), Factor Analysis, and partial correlation derived as a composite three-point approval scale (grouped as negative, neutral, and positive) indicated that e-GP was considered accountable by overwhelming proportion of the respondents from procurement entities (89%), distantly followed by tenderers (63%). However, 45 percent of the respondents from the financial institutions (45%) had neutral opinion on the issue (Figure 3.20).

**Figure 3.20: Proportion of respondents with their opinion on accountability of e-GP (%)**



### 3.4.6 Opinion about Barriers of e-GP

Finally, the respondents were asked about the barriers of e-GP through reading out statements like 'tender system become complicated' work', 'Internet facility is required which is not widely available, server slow', 'No confidentiality is maintained' and 'Bank service is not quick and easy and charge'. The respondent's opinion was taken through a choice of ten-point scale ranging from 'strongly disagree' to 'strongly agree' and the responses were clubbed as 'positive' attitudes (top 3), 'negative' (bottom 3) and 'neutral' attitudes (middle 4) (Table 3.12).

Overall, near about half of the respondents were in strong agreement that the tender system had become complicated (47%). This opinion was almost similar across all categories of the respondents in the second tracking survey. Comparatively, this opinion was expressed by much lesser proportion of the respondents in the first tracking survey. Further, more than one-third of the respondents, by and large, similar across all categories, strongly agreed that internet facility is not widely available and server is slow (35%). This was quite consistent with the first tracking survey as 37 percent of the total respondents had the same opinion (Table 3.12).

Being asked about confidentiality, around two-thirds of the respondents in the second tracking survey were strongly in the opinion that no confidentiality is maintained in e-GP (64%), which was higher among the respondents from the procurement entities (75%) among all. Similarly, more than one-third of the respondents strongly admitted that bank service is not quick, easy and with high charge (Table 3.12).

**Table 3.12: Percentage distribution of the respondents according to their opinion on barriers of Public Procurement Reform, in both the tracking survey (%)**

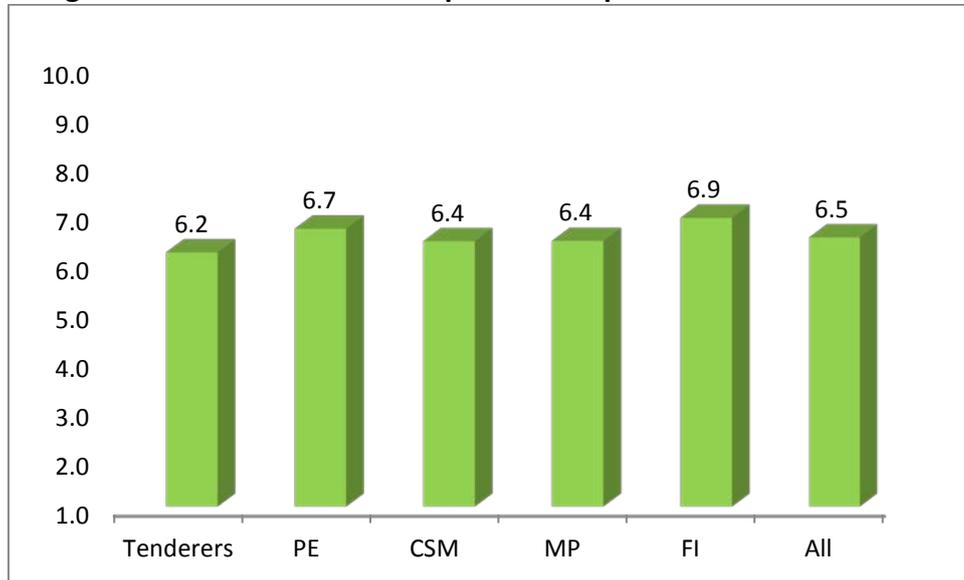
| Opinion on Accountability of e-GP   | First Tracking Survey |            |           |           |            | Second tracking Survey |           |           |           |           |            |
|---|-----------------------|------------|-----------|-----------|------------|------------------------|-----------|-----------|-----------|-----------|------------|
|   | T                     | PE         | CSM       | FI        | All        | T                      | PE        | CSM       | MP        | FI        | All        |
| <b>Tender system became complicated</b>   |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)   | 52.5                  | 50.0       | 38.1      | 64.0      | 51.4       | 16.3                   | 16.5      | 16.7      | 11.4      | 20.0      | 16.1       |
| Neutral   | 24.8                  | 35.0       | 47.6      | 28.0      | 31.2       | 40.8                   | 28.9      | 33.3      | 45.7      | 35.0      | 36.5       |
| Positive (top 3)  | 22.8                  | 15.0       | 14.3      | 8.0       | 17.4       | 42.9                   | 54.6      | 50.0      | 42.9      | 45.0      | 47.4       |
| Mean score  | 4.3                   | 4.1        | 4.7       | 3.6       | 4.2        | 6.6                    | 7.0       | 6.8       | 6.7       | 6.7       | 6.8        |
| <b>N</b>  | <b>101</b>            | <b>100</b> | <b>21</b> | <b>25</b> | <b>247</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |
| <b>Internet facility is required which is not widely available, server slow</b> |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)   | 27.7                  | 26.0       | 15.0      | 40.9      | 27.2       | 31.6                   | 35.1      | 29.2      | 27.1      | 25.0      | 30.2       |
| Neutral   | 31.7                  | 39.0       | 45.0      | 27.3      | 35.4       | 33.7                   | 30.9      | 38.9      | 34.3      | 41.7      | 35.3       |
| Positive (top 3)  | 40.6                  | 35.0       | 40.0      | 31.8      | 37.4       | 34.7                   | 34.0      | 31.9      | 38.6      | 33.3      | 34.5       |
| Mean  | 6.1                   | 6.1        | 6.5       | 5.1       | 6.0        | 5.6                    | 5.4       | 5.6       | 5.9       | 5.7       | 5.6        |
| <b>N</b>  | <b>101</b>            | <b>100</b> | <b>20</b> | <b>22</b> | <b>243</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |
| <b>No confidentiality is maintained</b>   |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)   | 73.7                  | 86.1       | 57.1      | 76.2      | 77.7       | 15.3                   | 9.3       | 8.3       | 4.3       | 13.3      | 10.3       |
| Neutral   | 14.1                  | 8.9        | 28.6      | 14.3      | 13.2       | 17.3                   | 15.5      | 34.7      | 41.4      | 25.0      | 25.4       |
| Positive (top 3)  | 12.1                  | 5.0        | 14.3      | 9.5       | 9.1        | 67.3                   | 75.3      | 56.9      | 54.3      | 61.7      | 64.2       |
| Mean  | 3.1                   | 2.3        | 3.8       | 3.5       | 2.9        | 7.4                    | 8.1       | 7.3       | 7.5       | 7.3       | 7.6        |
| <b>N</b>  | <b>99</b>             | <b>101</b> | <b>21</b> | <b>21</b> | <b>242</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |
| <b>Bank service is not quick and easy and charge is high</b>                    |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)   | 30.0                  | 47.2       | 20.0      | 60.9      | 38.1       | 37.8                   | 24.7      | 16.7      | 27.1      | 5.0       | 23.9       |
| Neutral   | 32.0                  | 34.7       | 45.0      | 34.8      | 34.4       | 38.8                   | 34.0      | 51.4      | 48.6      | 26.7      | 39.8       |
| Positive (top 3)  | 38.0                  | 18.1       | 35.0      | 4.3       | 27.4       | 23.5                   | 41.2      | 31.9      | 24.3      | 68.3      | 36.3       |
| Mean  | 5.7                   | 4.3        | 6.1       | 3.1       | 5.0        | 5.1                    | 6.2       | 5.9       | 5.5       | 7.8       | 6.0        |
| <b>N</b>  | <b>100</b>            | <b>72</b>  | <b>20</b> | <b>23</b> | <b>215</b> | <b>98</b>              | <b>97</b> | <b>72</b> | <b>70</b> | <b>60</b> | <b>397</b> |

T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions

The response from these four statements were combined together to get the overall ratings of barriers of PPR. By and large, e-GP system was accepted with somewhat high level of barriers as the mean rating score was 6.5 in the second tracking survey. This was more or

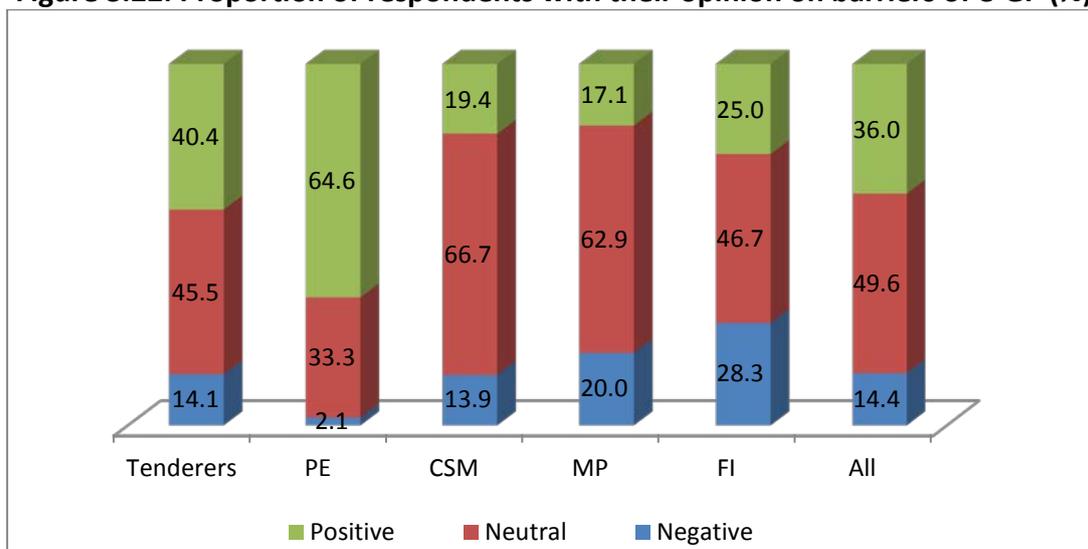
less consistent across all the categories, yet, with further more among respondents from financial institutions (mean score 6.9) and those from procurement entities (mean score 6.7) (Figure 3.21).

**Figure 3.21: Mean score of respondent's opinion on barriers of e-GP**



The result of the advanced multivariate analysis using Reliability Analysis (Chronbach’s alpha), Factor Analysis, and partial correlation derived as a composite three-point approval scale (grouped as negative, neutral, and positive) indicated that unlike PPR, e-GP system was considered to have some barriers by higher proportion of the respondents from procurement entities (65%). However, a high level of neutral opinion was found among the respondents regarding the barriers of e-GP, ranging from 46 percent of the tenderers to 67 percent of the civil society members (Figure 3.22).

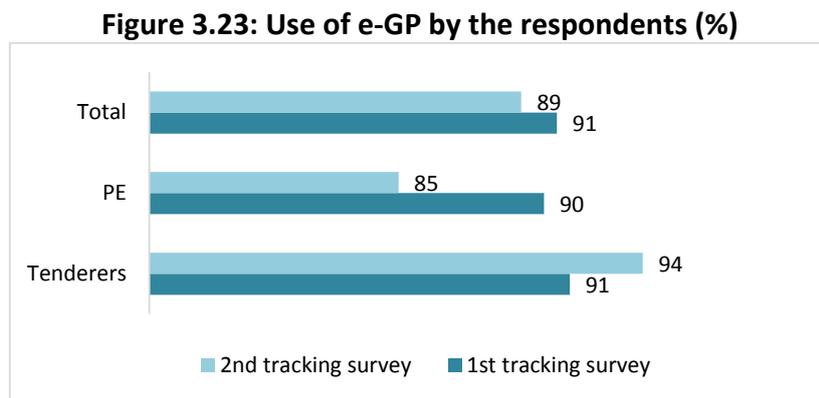
**Figure 3.22: Proportion of respondents with their opinion on barriers of e-GP (%)**



### 3.5 Use of e-GP

#### 3.5.1 Use of e-GP by the respondents

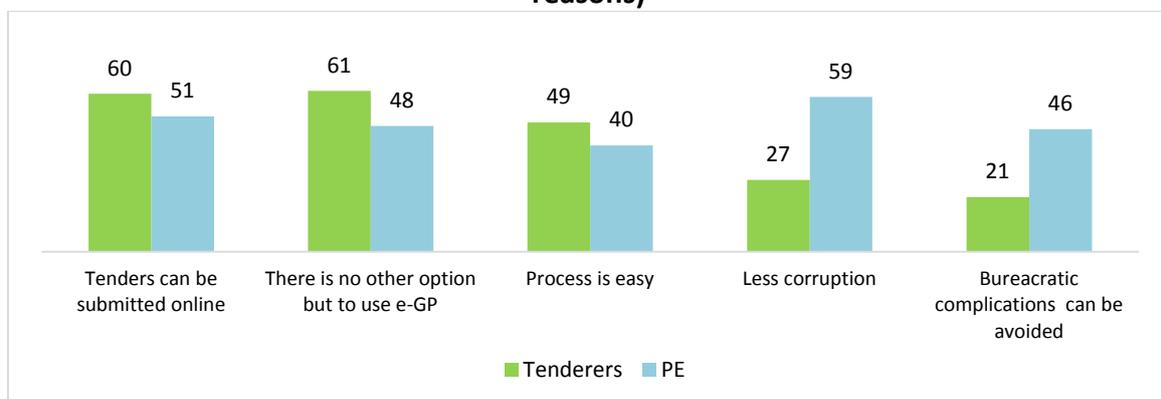
The respondents from the procurement entities and the tenderers were then asked if they use e-GP in procurement system. Most of the respondents in the second tracking survey (89%) reported that they had used e-GP, the proportion of which slightly came down from the first tracking survey (91%). However, the use of e-GP found to be increased among the tenderers from 91 percent during first tracking survey to 94 percent during the second tracking survey. The opposite was found among respondents from the procurement entities (Figure 3.23).



#### 3.5.2 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 procurement entities. While about three-fifths of the procurement entities (59%) reported that there is corruption in using e-GP, the same was reported by even less than one-third of the tenderers (27%). According to the majority of the tenderers, there is no other option but to use e-GP (61%) and tenders can be submitted online (60%) were the reasons for using e-GP (Figure 3.24).

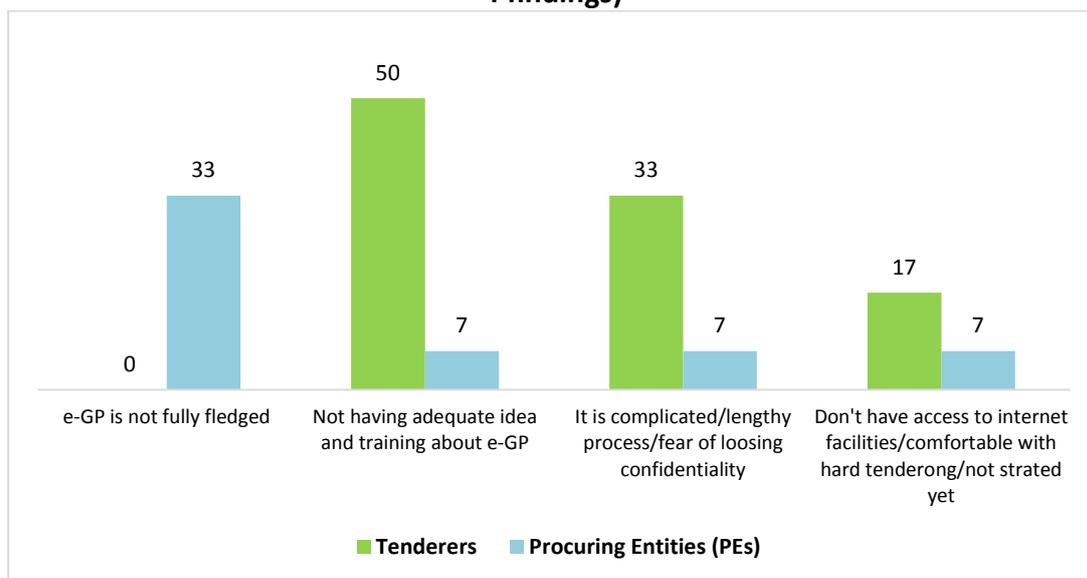
**Figure 3.24: Percentage of respondents according to their reasons for using e-GP (Top five reasons)**



### 3.5.3 Reasons for not using e-GP

The tenderers and the respondents from procuring entities, who were not using e-GP, reported about different reasons for not using e-GP. Half of the tenderers (50%) mentioned that they did not use e-GP because of not having adequate idea and training on e-GP while one-third of them thought the process is complicated. On the other hand, around one third of the respondents from the procurement entities (33%) mentioned that they did not use it because the e-GP was not fully fledged (Figure 3.25).

**Figure 3.25: Percentage of respondents according to their reasons for not using e-TP (Top 4 findings)**



### 3.6 Satisfaction Regarding Public Procurement Reform

The study also intended to assess the level of satisfaction among the respondents regarding 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) (Table 3.13).

More than three-fifths of the respondents strongly agreed that they were satisfied with the public procurement practices (62%) during the second tracking survey. The overall satisfaction level with the procurement practices was found to be increased from the first tracking survey (57%). Further, overwhelming proportion of the respondents from procurement entities (91%) during the second tracking survey were in the same opinion. However, around half of the respondents from media professions (56%) and financial institutes (45%) showed neutral opinion on the query (Table 3.13).

Similarly, two-thirds of the respondents in the second tracking survey were in strong agreement regarding satisfaction with e-GP (66%), which was somewhat higher during the

first tracking survey (74%). Further, less than half of the respondents strongly admitted that they were satisfied with proper utilization of public fund through public procurement (Table 3.13).

**Table 3.13: Percentage distribution of the respondents according to their satisfaction regarding public procurement reform**

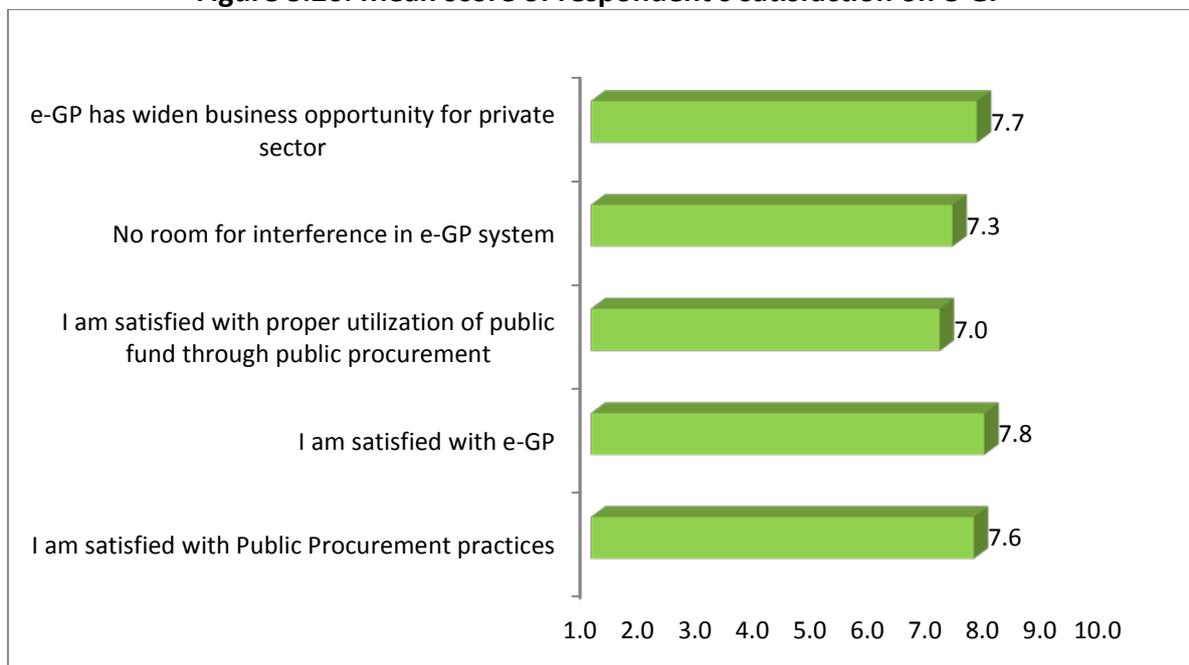
| Satisfaction on PPR   | First Tracking Survey |            |           |           |            | Second tracking Survey |           |           |           |           |            |
|---|-----------------------|------------|-----------|-----------|------------|------------------------|-----------|-----------|-----------|-----------|------------|
|   | T                     | PE         | CSM       | FI        | All        | T                      | PE        | CSM       | MP        | FI        | All        |
| <b>I am satisfied with Public Procurement practices</b>                                 |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)   | 3.0                   | 0.0        | 0.0       | 0.0       | 1.2        | 6.1                    | 1.0       | 2.7       | 7.1       | 3.3       | 4.0        |
| Neutral   | 45.5                  | 24.5       | 75.0      | 66.7      | 41.6       | 34.7                   | 8.2       | 40.0      | 55.7      | 45.0      | 34.5       |
| Positive (top 3)  | 51.5                  | 75.5       | 25.0      | 33.3      | 57.2       | 59.2                   | 90.7      | 57.3      | 37.1      | 51.7      | 61.5       |
| Mean score  | 7.4                   | 8.4        | 6.5       | 7.3       | 7.7        | 7.5                    | 8.7       | 7.4       | 6.8       | 7.4       | 7.6        |
| <b>N</b>  | <b>101</b>            | <b>102</b> | <b>20</b> | <b>27</b> | <b>250</b> | <b>98</b>              | <b>97</b> | <b>75</b> | <b>70</b> | <b>60</b> | <b>400</b> |
| <b>I am satisfied with e-GP</b>   |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)   | 5.0                   | 0.0        | 4.8       | 0.0       | 2.4        | 6.1                    | 0.0       | 1.3       | 4.3       | 3.3       | 3.0        |
| Neutral   | 27.7                  | 10.9       | 42.9      | 45.8      | 23.9       | 29.6                   | 11.3      | 38.7      | 51.4      | 33.3      | 31.3       |
| Positive (top 3)  | 67.3                  | 89.1       | 52.4      | 54.2      | 73.7       | 64.3                   | 88.7      | 60.0      | 44.3      | 63.3      | 65.8       |
| Mean  | 8.0                   | 8.9        | 7.3       | 7.9       | 8.3        | 7.8                    | 8.7       | 7.4       | 7.0       | 7.8       | 7.8        |
| <b>N</b>  | <b>101</b>            | <b>101</b> | <b>21</b> | <b>24</b> | <b>247</b> | <b>98</b>              | <b>97</b> | <b>75</b> | <b>70</b> | <b>60</b> | <b>400</b> |
| <b>I am satisfied with proper utilization of public fund through public procurement</b> |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)   | 4.0                   | 0.0        | 15.8      | 0.0       | 2.9        | 3.1                    | 0.0       | 8.0       | 12.9      | 5.0       | 5.3        |
| Neutral   | 33.0                  | 22.2       | 63.2      | 70.8      | 34.7       | 49.0                   | 23.7      | 54.7      | 52.9      | 63.3      | 46.8       |
| Positive (top 3)  | 63.0                  | 77.8       | 21.1      | 29.2      | 62.4       | 48.0                   | 76.3      | 37.3      | 34.3      | 31.7      | 48.0       |
| Mean  | 7.6                   | 8.5        | 5.7       | 6.7       | 7.7        | 7.2                    | 8.2       | 6.6       | 6.2       | 6.4       | 7.0        |
| <b>N</b>  | <b>100</b>            | <b>99</b>  | <b>19</b> | <b>24</b> | <b>242</b> | <b>98</b>              | <b>97</b> | <b>75</b> | <b>70</b> | <b>60</b> | <b>400</b> |
| <b>No room for interference in e-GP system</b>  |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)   | 6.1                   | 2.0        | 9.5       | 0.0       | 4.1        | 10.2                   | 0.0       | 9.3       | 8.6       | 11.7      | 7.5        |
| Neutral   | 23.5                  | 7.9        | 38.1      | 41.7      | 20.1       | 31.6                   | 24.7      | 41.3      | 60.0      | 38.3      | 37.8       |
| Positive (top 3)  | 70.4                  | 90.1       | 52.4      | 58.3      | 75.8       | 58.2                   | 75.3      | 49.3      | 31.4      | 50.0      | 54.8       |
| Mean  | 8.0                   | 9.0        | 7.1       | 7.9       | 8.3        | 7.3                    | 8.4       | 6.9       | 6.4       | 6.8       | 7.3        |
| <b>N</b>  | <b>98</b>             | <b>101</b> | <b>21</b> | <b>24</b> | <b>244</b> | <b>98</b>              | <b>97</b> | <b>75</b> | <b>70</b> | <b>60</b> | <b>400</b> |
| <b>e-GP has widen business opportunity for private sector</b>                           |                       |            |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)   | 11.1                  | 5.3        | 5.3       | 0.0       | 7.3        | 1.0                    | 2.1       | 0.0       | 1.4       | 3.3       | 1.5        |
| Neutral   | 25.3                  | 17.0       | 42.1      | 27.3      | 23.5       | 35.7                   | 26.8      | 49.3      | 50.0      | 33.3      | 38.3       |
| Positive (top 3)  | 63.6                  | 77.7       | 52.6      | 72.7      | 69.2       | 63.3                   | 71.1      | 50.7      | 48.6      | 63.3      | 60.3       |
| Mean  | 7.6                   | 8.2        | 7.6       | 8.3       | 7.9        | 7.9                    | 8.0       | 7.3       | 7.3       | 7.8       | 7.7        |
| <b>N</b>  | <b>99</b>             | <b>94</b>  | <b>19</b> | <b>22</b> | <b>234</b> | <b>98</b>              | <b>97</b> | <b>75</b> | <b>70</b> | <b>60</b> | <b>400</b> |

T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions

On the other hand, in response to the query that ‘there is no room for interference in e-GP system’ more than half of the respondents in the second tracking survey (55%) were in strong agreement (top 3 rating). This was found little high among the respondents from procurement entities (75%) and low among respondents from media professions (31%). Similarly, 60 percent of the respondents in the second tracking survey strongly admitted that e-GP has widen business opportunity for private sector and this was also mentioned by higher proportion of the respondents from the procurement entities (71%) (Table 3.13).

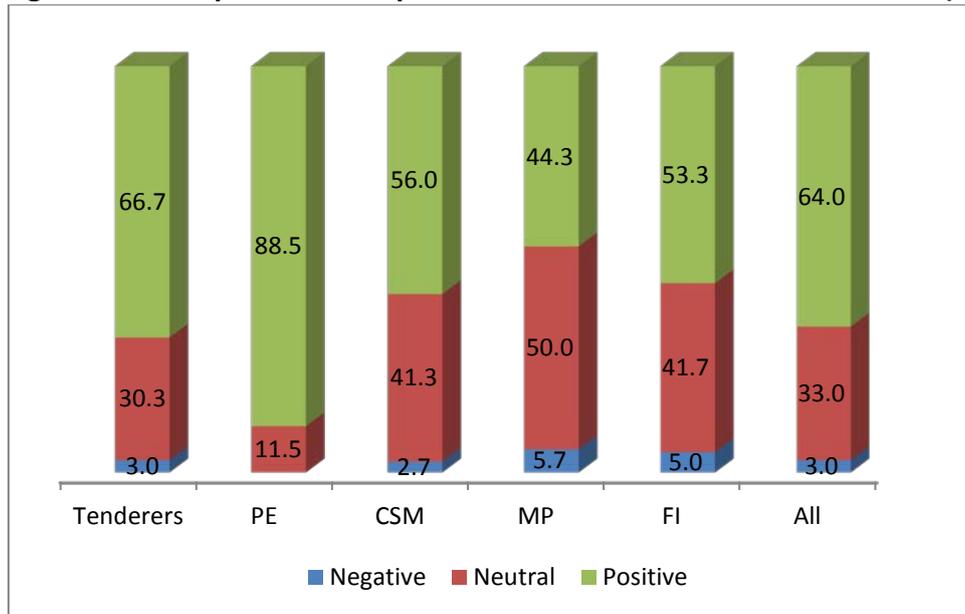
Overall, satisfaction level was found higher among the respondents regarding e-GP (mean score 7.8) while was low regarding the utilization of public fund (mean score 7.0) (Figure 3.26).

**Figure 3.26: Mean score of respondent's satisfaction on e-GP**



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 the PPR was widely prevalent among respondents from procurement entities (89%) compared to the tenderers (67%) and respondents from civil society members (56%). However, half of the respondents from media professions (50%) and similar proportion of respondents from civil society members (41%) and financial institutions (42%) had neutral attitude towards the issue (Figure 3.27).

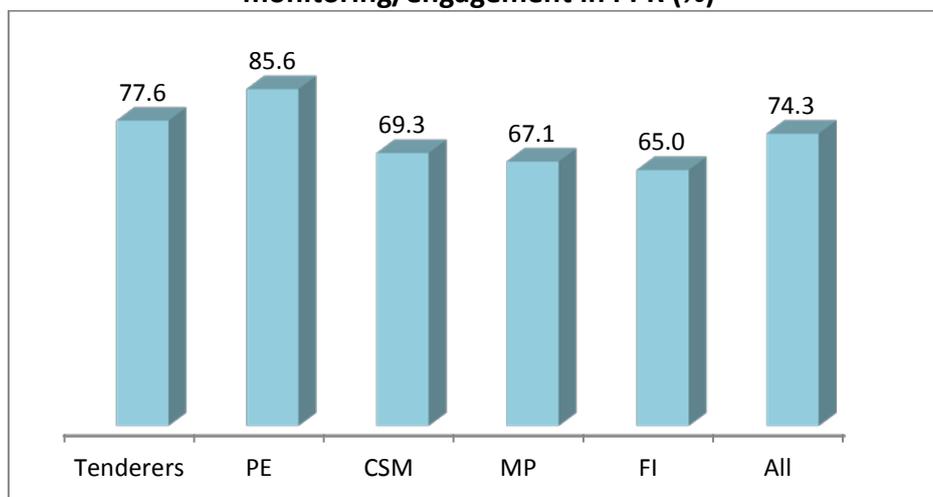
**Figure 3.27: Proportion of respondents with their satisfaction on e-GP (%)**



***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 three-fourths of the respondents reported affirmative of knowing about citizen monitoring or engagement in PPR. This knowledge was more prevalent among the respondents from procurement entities (86%) and least among respondents from financial institutions (65%) (Figure 3.28).

**Figure 3.28: Proportion of respondents who were aware of Citizen monitoring/engagement in PPR (%)**



### **3.7 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.

#### ***3.7.1 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 second tracking survey, half of the respondents rated the quality as highly effective (50%). This was found similar during the first tracking survey. The overall mean score of the quality was 7.3 out of 10 indicating high level of agreement. The overall positive attitude was more prevalent among the respondents from procurement entities (68%) (Table 3.14).

#### ***3.7.2 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, less than half of the respondents in the second tracking survey were in the opinion that the procurement process is highly effective. While this was found among 61 percent of the respondents from procurement entities, less than one-third of the media personnel expressed the same opinion (30%). The overall mean score for the quality of procurement process was 7.2 indicating high level of effectiveness of the process, as per the respondents (Table 3.14).

#### ***3.7.3 Building trust in PPR***

Finally, the respondents were asked about trust in PPR with regards to community satisfaction, government satisfaction, and so on. The analysis of the response indicated that among all the respondents, 56 percent opined that the trust aspect was highly effective. Similar to earlier aspects, this was also found more among the respondents from the procurement entities (82%) and less among the media personnel (32%). However, the overall mean score of 7.5 further indicated that building trust in PPR was highly effective (Table 3.14).

**Table 3.14: Mean trust building rating on a ten point scale**

| Satisfaction on PPR  | First Tracking Survey |           |           |           |            | Second tracking Survey |           |           |           |           |            |
|--|-----------------------|-----------|-----------|-----------|------------|------------------------|-----------|-----------|-----------|-----------|------------|
|  | T                     | PE        | CSM       | FI        | All        | T                      | PE        | CSM       | MP        | FI        | All        |
| <b>Quality of performance (i.e. Time duration, Transparent, Accountability, Proper use of materials, etc.)</b>                     |                       |           |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)  | 21.5                  | 0.0       | -         | -         | 10.9       | 1.3                    | 3.6       | 0.0       | 12.8      | 2.6       | 3.7        |
| Neutral  | 33.8                  | 45.0      | -         | -         | 39.9       | 48.7                   | 28.9      | 50.0      | 63.8      | 53.8      | 46.5       |
| Positive (top 3)   | 44.6                  | 55.0      | -         | -         | 49.3       | 50.0                   | 67.5      | 50.0      | 23.4      | 43.6      | 49.8       |
| Mean score   | 6.4                   | 7.5       | -         | -         | 6.9        | 7.4                    | 7.8       | 7.4       | 6.1       | 7.1       | 7.3        |
| <b>N</b>   | <b>65</b>             | <b>60</b> | <b>8*</b> | <b>5*</b> | <b>138</b> | <b>76</b>              | <b>83</b> | <b>52</b> | <b>47</b> | <b>39</b> | <b>297</b> |
| <b>Quality of procurement process (i.e. Following PPR, Participation, Evaluation process, timely payment of wages/bills, etc.)</b> |                       |           |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)  | 29.7                  | 13.3      | -         | -         | 21.2       | 7.9                    | 1.2       | 0.0       | 6.4       | 2.6       | 3.7        |
| Neutral  | 34.4                  | 30.0      | -         | -         | 33.6       | 52.6                   | 37.3      | 50.0      | 63.8      | 59.0      | 50.5       |
| Positive (top 3)   | 35.9                  | 56.7      | -         | -         | 45.3       | 39.5                   | 61.4      | 50.0      | 29.8      | 38.5      | 45.8       |
| Mean   | 5.7                   | 7.0       | -         | -         | 6.3        | 6.9                    | 7.8       | 7.5       | 6.4       | 7.1       | 7.2        |
| <b>N</b>   | <b>64</b>             | <b>60</b> | <b>8*</b> | <b>5*</b> | <b>137</b> | <b>76</b>              | <b>83</b> | <b>52</b> | <b>47</b> | <b>39</b> | <b>297</b> |
| <b>Building Trust in PPR (i.e. Community satisfaction, government satisfaction, etc.)</b>  |                       |           |           |           |            |                        |           |           |           |           |            |
| Negative (bottom 3)  | 31.7                  | 10.3      | -         | -         | 21.1       | 1.3                    | 0.0       | 0.0       | 8.5       | 2.6       | 2.0        |
| Neutral  | 30.2                  | 31.0      | -         | -         | 30.8       | 46.1                   | 18.1      | 48.1      | 59.6      | 56.4      | 42.1       |
| Positive (top 3)   | 38.1                  | 58.6      | -         | -         | 48.1       | 52.6                   | 81.9      | 51.9      | 31.9      | 41.0      | 55.9       |
| Mean   | 6.0                   | 7.2       | -         | -         | 6.6        | 7.4                    | 8.3       | 7.4       | 6.4       | 7.0       | 7.5        |
| <b>N</b>   | <b>63</b>             | <b>58</b> | <b>7*</b> | <b>5*</b> | <b>133</b> | <b>76</b>              | <b>83</b> | <b>52</b> | <b>47</b> | <b>39</b> | <b>297</b> |

*\* Small base*

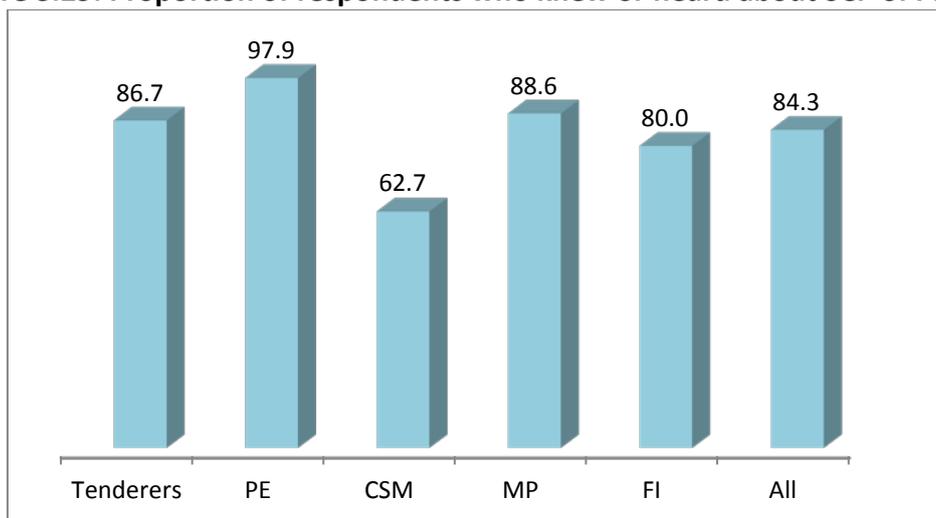
*T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions*

### 3.8 Knowledge on SCP interventions

#### 3.8.1 Respondent's 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, overwhelming proportion of the respondents from the procurement entity (98%) reported positively followed by media professionals (89%) and tenderers (87%). However, less than two-thirds of the respondents from civil society members found to be aware of the SCP (Figure 3.29).

**Figure 3.29: Proportion of respondents who knew or heard about SCP of PPR (%)**



### 3.8.2 Type of activities of SCP

The respondents were further asked about the type of SCP activities. Responding to the query, near about four-fifths of the respondents mentioned about e-GP workshop (79%) while less than half of the respondents (43%) could recall about the PPR related meetings. Workshops were reported by higher proportion of respondents from procurement entities (88%), media professionals (89%) and tenderers (84%). Further, around one-fourth of the respondents mentioned about mobile SMS as the SCP activities they could remember (Table 3.15).

**Table 3.15: Percentage of the respondents who knew about different type of SCP activities disaggregated by type of activities and category of the respondents**

| Types of activities                   | Categories of respondents |           |           |           |           |            |
|---------------------------------------|---------------------------|-----------|-----------|-----------|-----------|------------|
|                                       | T                         | PE        | CSM       | MP        | FI        | All        |
| e-GP workshop                         | 83.5                      | 88.4      | 68.1      | 88.7      | 52.1      | 79.2       |
| PPR-related meeting                   | 40.0                      | 61.1      | 27.7      | 59.7      | 8.3       | 43.3       |
| Mobile SMS                            | 21.2                      | 32.6      | 29.8      | 17.7      | 22.9      | 25.2       |
| E-mail message                        | 16.5                      | 15.8      | 10.6      | 8.1       | 29.2      | 15.7       |
| Billboard                             | 4.7                       | 23.2      | 19.1      | 17.7      | 29.2      | 17.8       |
| Meeting of 'Kroi Sanglap Forum' (KSF) | 18.8                      | 23.2      | 4.3       | 11.3      | 10.4      | 15.4       |
| Social awareness training             | 7.1                       | 13.7      | 23.4      | 9.7       | 18.8      | 13.4       |
| Cartoon series in any newspaper       | 5.9                       | 5.3       | 19.1      | 16.1      | 29.2      | 12.8       |
| TV spot/song                          | 10.6                      | 9.5       | 4.3       | 14.5      | 22.9      | 11.9       |
| TV program <i>Sarkari Kroye Bazar</i> | 7.1                       | 9.5       | 12.8      | 12.9      | 22.9      | 11.9       |
| Poster & Sticker                      | 5.9                       | 10.5      | 4.3       | 17.7      | 20.8      | 11.3       |
| <b>N</b>                              | <b>85</b>                 | <b>95</b> | <b>47</b> | <b>62</b> | <b>48</b> | <b>337</b> |

T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions

### 3.9 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, e-GP workshop was considered as highly effective (mean score 8.3), found consistent across all categories of the respondents. Similarly, mobile SMS (mean score 8.2), e-mail messages (mean score 8.2), PPR related meetings (mean score 8.0) and radio spot/song (mean score 8.0) were found to be highly effective as per the respondents. However, except for radio spot, all other activities were rated as highly effective more by respondents from procurement entities, tenderers and financial institutions. Radio spot was considered as highly effective more by the tenderers compared to the other categories (Table 3.16).

**Table 3.16: Mean effectiveness rating on SCP program on a ten point scale**

| SCP activities                        | Mean effectiveness rating |     |     |     |     |     |
|---------------------------------------|---------------------------|-----|-----|-----|-----|-----|
|                                       | T                         | PE  | CSM | MP  | FI  | All |
| e-GP Workshop                         | 8.3                       | 8.7 | 8.4 | 7.8 | 8.2 | 8.3 |
| Mobile SMS                            | 8.5                       | 8.3 | 8.0 | 7.7 | 7.9 | 8.2 |
| E-mail message                        | 8.7                       | 8.1 | 8.6 | 6.6 | 8.4 | 8.2 |
| PPR related meeting                   | 7.7                       | 8.5 | 8.4 | 7.2 | 8.5 | 8.0 |
| Radio Spot/Song                       | 8.0                       | 6.0 | 6.0 | 4.7 | 5.7 | 8.0 |
| Social Awareness Training             | 8.7                       | 7.5 | 7.7 | 7.7 | 7.9 | 7.8 |
| Meeting of 'Kroi Sanglap Forum' (KSF) | 7.1                       | 7.8 | 9.5 | 6.4 | 7.8 | 7.5 |
| TV Spot/ Song                         | 7.4                       | 7.8 | 7.0 | 6.8 | 8.0 | 7.5 |
| TV Program <i>Sarkari Kroye Bazar</i> | 7.5                       | 8.3 | 7.2 | 7.1 | 6.7 | 7.4 |
| Cartoon Series in any Newspaper       | 6.8                       | 7.4 | 7.4 | 8.3 | 6.9 | 7.4 |
| Billboard                             | 7.0                       | 7.9 | 6.9 | 5.7 | 6.9 | 7.0 |
| Poster and Sticker                    | 7.6                       | 8.2 | 6.5 | 4.8 | 7.7 | 6.9 |

*T=Tenderers, PE=Procurement entities, CSM=Civil Society Members, MP=Media Professionals, FI=Financial Institutions*

## CONCLUSION & RECOMMENDATIONS

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Based on the findings of the study, below are the conclusions and recommendations:

- ***Perception about Public Procurement Reform***

Perception of the respondents on public procurement reform was measured with regards to the transparency, effectiveness, efficiency, accountability of the PPR as well as the barriers for PPR. While a direct question of increasing transparency got high rate from the respondents, comparatively reduction of corruption and undue power exercise received low rate. In-depth discussions with the respondents also supported the findings that there still exist incidences of corruption and/or power exercise at some point of the tendering process. Although the extent and frequency of such incidences were not known from the survey (was beyond the scope of work), this would clearly jeopardize the strong positive intention of bringing transparent public procurement system.

Further, effectiveness of PPR (mean score of effectiveness 7.2) and efficiency of PPR was perceived low (mean score of efficiency 7.1) compared to transparency (mean score of transparency 7.3). While optimum use of public fund was perceived to be ensured in the process, equal opportunity for all was perceived to be less established. With regards to equal opportunity to all tenderers, respondents emphasized that small and new tenderers might not lack access to the online process, might be due to their lack of knowledge or due to absence of infrastructure. As the findings indicated, tender submission might have become faster, yet, bureaucratic process might not have become lesser or getting payment within 28 days might have not happened, and thus was not rated high.

On the other hand, accountability of PPR was found to have little higher rate (mean score of accountability of PPR 7.4) compared to the other aspects of PPR. However, details findings further indicated that respondents had a mixed perception of accountability. Compared to first tracking survey, lesser proportion of respondents in the second tracking survey rated positive of accountability aspect and rights of tenderer aspect.

Barriers of PPR were assessed with regards to its applicability in reality and complicity in understanding. The respondents had clear perception on the aspects of barriers of PPR and rated low for the issues indicating there might be still some barriers for use of PPR.

- ***Need for wider coverage for awareness raising campaign***

The second tracking survey found high level of awareness and satisfaction regarding PPR and e-GP among the respondents, in general and the procurement entities and tenderers, in particular. Although the general trend was high, yet, in many cases the proportion of the respondents with high level of awareness, positive attitude and satisfaction was found lower than those included in the first tracking survey. This might be due to the fact that the second tracking survey included respondents from other smaller towns than the divisional towns and more respondents compared to the first tracking survey. This finding also indicates that there could be a knowledge gap between the respondents from the capital city and divisional towns and from the smaller towns. Thus, the campaign also needs to spread across the country, including the bigger cities and smaller towns.

- ***Need for wider awareness raising campaign for all the relevant stakeholders***

The study clearly evidenced a change in the overall level of awareness among the relevant stakeholders regarding PPR. However, universal awareness might not always translate into their specific knowledge of the issue. This was also found from the study that although procurement entities and tenderers were well aware of the specific aspects of the PPR, but specific knowledge of the other stakeholders, that is people from financial institutions, media professionals and civil society members were not consistent. The finding clearly necessitates the wider dissemination for longer duration of the issues related public procurement reform.

The messages for dissemination need to include all the aspects of PPR, such as, transparency, accountability, efficiency, and effectiveness, so that people get to know every details of the process and become motivated to use the process.

- ***Removal of perceived barriers for PPR and e-GP***

While the stakeholders were highly satisfied with all the process for PPR and e-GP, however, a good proportion of the respondents still perceived a number of barriers for the PPR and e-GP system. Although some of the barriers were infrastructural, some of the barriers were perception based and could be removed with more knowledge about the process and motivation. Such perceptions were also found higher among other stakeholders compared to tenderers and procurement entities. Thus, it is strongly recommended that all the relevant stakeholders need be included in the process of PPR, so that, on one hand they get convinced of the benefit of PPR and e-GP system and on the other hand, can advocate for use of the system.

## **Annex A: Study Tool**



|                   |                        |       |       |       |       |        |       |       |       |       |
|-------------------|------------------------|-------|-------|-------|-------|--------|-------|-------|-------|-------|
| Q1                | IDENTIFICATION NUMBER. |       |       |       |       | CENTRE |       |       |       |       |
| (R2) OC /OE / SOE | (169)                  |       |       |       |       |        |       |       |       |       |
|                   | 1                      | 2     | 3     | 4     | 5     | 6      | 7     | 8     | 9     | 0     |
|                   | SIGN.                  | SIGN. | SIGN. | SIGN. | SIGN. | SIGN.  | SIGN. | SIGN. | SIGN. | SIGN. |
|                   | DATE.                  | DATE. | DATE. | DATE. | DATE. | DATE.  | DATE. | DATE. | DATE. | DATE. |
| (R3) OM/SM        | (170)                  |       |       |       |       |        |       |       |       |       |
|                   | 1                      | 2     | 3     | 4     | 5     | 6      | 7     | 8     | 9     | 0     |
|                   | SIGN.                  | SIGN. | SIGN. | SIGN. | SIGN. | SIGN.  | SIGN. | SIGN. | SIGN. | SIGN. |
|                   | DATE.                  | DATE. | DATE. | DATE. | DATE. | DATE.  | DATE. | DATE. | DATE. | DATE. |

Q3a **Date of Interview [dd/mm/yy]** Please record using the short date format (dd/mm/yy). For example, if the date is 21 December 2008, record as 211208

Q3b **RECORD TIME INTERVIEW STARTED / ENDED** Please record using 24-hour format. For example, if the time is 2:47pm, record as 1447 **Time Started (24-hour format)**

Q3c **Time Ended (24-hour format)**

|                              |                               |                             |
|------------------------------|-------------------------------|-----------------------------|
| Q3a                          | Q3b                           | Q3c                         |
| Date of Interview [dd/mm/yy] | Time Started (24-hour format) | Time Ended (24-hour format) |
| (171-176)                    | (177-180)                     | (220-223)                   |

|      |                   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|------|-------------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| (R1) | INTERVIEW DETAILS |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|------|-------------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

Q4 Record Contact No:

|      |                        |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |           |
|------|------------------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|-----------|
| (R1) | Telephone No. Resi     |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | (224-235) |
| (R2) | Telephone No. PP (C/O) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | (236-247) |
| (R3) | Telephone No. Office   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | (248-259) |
| (R4) | Mobile No. Self        |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | (260-271) |

**Interviewer Declaration**

I declare that the name, age, address and all other information gathered about the respondent were totally unknown to me until the interview. I confirm that, before returning the questionnaire, I have checked that it meets the objectives and purpose of the study and it is totally in accordance with the instructions supplied to me for the survey. I, therefore, declare that the information given to me during the interview will be kept confidential and used only for the research purpose.

Signed by Interviewer .....

Signed by Supervisor .....

## Questionnaire

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

Greetings, my name is..... I have come from one of the top most social and market research organization 'The Nielsen Company (Bangladesh) Limited'. At present, we are conducting a study on public procurement in the city. In this regard, I would like to take your interview and talk on this topic. I assure you that, the confidentiality of your opinion in regard will be strictly maintained and will be used only for the purpose of research. If you kindly give me some of your valuable time, I will be really grateful.

| No. | Questions and Filters   | Coding Categories        |   |   |   |   |                       |   |   |   |    |           | Code | Skip |
|-----|---|--------------------------|---|---|---|---|-----------------------|---|---|---|----|-----------|------|------|
| 1.  | Have you heard about Public Procurement reform in Bangladesh?   | Yes                      |   |   |   |   |                       |   |   |   |    |           | 1    | Cont |
|     |   | No                       |   |   |   |   |                       |   |   |   |    |           | 2    | Q2   |
| 1.a | What is your opinion on Public Procurement reform in Bangladesh?<br>Please provide your opinion about the following statement in regard to Procurement reform in Bangladesh on a ten point scale. |                          |   |   |   |   |                       |   |   |   |    |           |      |      |
| SI  | <b>Public Procurement Reform</b>  | <b>Strongly disagree</b> |   |   |   |   | <b>Strongly agree</b> |   |   |   |    | <b>DK</b> |      |      |
| A   | Has brought transparency in public procurement  | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99        |      |      |
| B   | Brought accountability in public procurement  | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99        |      |      |
| C   | Has lessened Corruption   | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99        |      |      |
| D   | Has lessened bureacratic complications  | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99        |      |      |
| E   | Ensures rights of tenderers   | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99        |      |      |
| F   | Ensures that tender submission takes less time  | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99        |      |      |
| G   | Has established equal opprotunity for all   | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99        |      |      |
| H   | Has ensured that the public fund is used in most optimum way  | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99        |      |      |
| I   | Ensures that bill is paid within 28 days of assignment completion   | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99        |      |      |

| No.  | Questions and Filters   | Coding Categories        |   |   |   |   |                       |   |   |   |    | Code | Skip |
|--|---|--------------------------|---|---|---|---|-----------------------|---|---|---|----|------|------|
| J  | Has reduced the undue power exercise/interference   | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99   |      |
| K  | In reality doesn't work well  | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99   |      |
| L  | Is too complicated to understand and follow   | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99   |      |
| M  | Is slowing down the procurement process   | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99   |      |
| 2.   | Have you heard about e-GP?  | Yes                      |   |   |   |   |                       |   |   |   | 1  | Cont |      |
|  |   | No                       |   |   |   |   |                       |   |   |   | 2  | Q4   |      |
| <b>Instruction:</b> If any of the answers for Q1 and Q2 is 'yes', then continue the interview. Otherwise thank the respondent and end interview. |   |                          |   |   |   |   |                       |   |   |   |    |      |      |
| 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. |                          |   |   |   |   |                       |   |   |   |    |      |      |
| SI   | <b>Because of e-GP</b>  | <b>Strongly disagree</b> |   |   |   |   | <b>Strongly agree</b> |   |   |   |    | DK   |      |
| A  | Tender submission, evaluation and notification of award have become easier  | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99   |      |
| B  | Tendering process has become transparent  | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99   |      |
| C  | Less possibility of corruption prevail in the country   | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99   |      |
| D  | Accountability has been established   | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99   |      |
| E  | Equal opportunities have been established for everyone  | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99   |      |
| F  | Most optimum use of money has been ensured  | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99   |      |
| G  | Processing of tendering time has decreased  | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99   |      |
| H  | Bureaucratic complications have lessened  | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99   |      |
| I  | Tender schedule became easily available   | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99   |      |
| J  | Quality of work has improved  | 1                        | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | 99   |      |

| No.  | Questions and Filters  | Coding Categories  |   |   |   |   |   |   |   | Code |                      | Skip |
|--|--|--|---|---|---|---|---|---|---|------|----------------------|------|
|  |  | 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9    | 10                   | 99   |
| K  | Interference/Use of undue power exercise has decreased                   | 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9    | 10                   | 99   |
| L  | It saves transportation costs  | 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9    | 10                   | 99   |
| M  | Prevents syndication/collusion among Tenderers                           | 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9    | 10                   | 99   |
| N  | Tender system became complicated   | 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9    | 10                   | 99   |
| O  | Internet facility is required which is not widely available, server slow | 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9    | 10                   | 99   |
| P  | No confidentiality is maintained   | 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9    | 10                   | 99   |
| Q  | Bank service is not quick and easy and charge is high                    | 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9    | 10                   | 99   |
| <b>Instruction: Ask Q3 and Q3a only Tenderers and Procuring Entities  </b> |  |  |   |   |   |   |   |   |   |      |                      |      |
| 3.   | Do you use e-GP?   | Yes  |   |   |   |   |   |   |   | 1    | Ask Q3 then go to Q4 |      |
|  |  | No   |   |   |   |   |   |   |   | 2    | Q3b                  |      |
| 3a   | If you do, why? <b>[Multiple responses possible]</b>                     | There is no other option but to use e-GP                       |   |   |   |   |   |   |   | 01   |                      |      |
|  |  | Tenders can be submitted online                                |   |   |   |   |   |   |   | 02   |                      |      |
|  |  | Process is easy  |   |   |   |   |   |   |   | 03   |                      |      |
|  |  | Bureacratic complications can be avoided                       |   |   |   |   |   |   |   | 04   |                      |      |
|  |  | Less corruption  |   |   |   |   |   |   |   | 05   |                      |      |
|  |  | Process is less time consuming                                 |   |   |   |   |   |   |   | 06   |                      |      |
|  |  | Due to non-transparency and corruption of government officials |   |   |   |   |   |   |   | 07   |                      |      |
|  |  | Any other (Please specify)                                     |   |   |   |   |   |   |   |      |                      |      |

| No.  | Questions and Filters   | Coding Categories   | Code | Skip |   |   |             |   |   |   |    |           |
|--|---|---|------|------|---|---|-------------|---|---|---|----|-----------|
| 3b   | If you don't, why not? <b>[Multiple responses possible]</b>                                 | Tender submission requires a lot of money   | 01   |      |   |   |             |   |   |   |    |           |
|  |   | Not having adequate idea and training about e-GP                                    | 02   |      |   |   |             |   |   |   |    |           |
|  |   | It is complicated   | 03   |      |   |   |             |   |   |   |    |           |
|  |   | I am afraid of losing confidentiality   | 04   |      |   |   |             |   |   |   |    |           |
|  |   | I don't have access to internet facilities  | 05   |      |   |   |             |   |   |   |    |           |
|  |   | Process is lengthy  | 06   |      |   |   |             |   |   |   |    |           |
|  |   | I am afraid of losing confidentiality as I don't think it is entirely transparently | 07   |      |   |   |             |   |   |   |    |           |
|  |   | I am comfortable with hard tendering  | 08   |      |   |   |             |   |   |   |    |           |
|  |   | Any other (Please specify)  |      |      |   |   |             |   |   |   |    |           |
| <b>Instruction: Ask Everyone</b>                           |   |   |      |      |   |   |             |   |   |   |    |           |
| 4  | Please rate the following statement on a ten point scale.                                   |   |      |      |   |   |             |   |   |   |    |           |
| <b>SI</b>  | <b>Satisfaction/dissatisfaction</b>   | <b>Low</b>  |      |      |   |   | <b>High</b> |   |   |   |    | <b>DK</b> |
| A  | I am satisfied with Public Procurement practices  | 1   | 2    | 3    | 4 | 5 | 6           | 7 | 8 | 9 | 10 | 99        |
| B  | I am satisfied with e-GP  | 1   | 2    | 3    | 4 | 5 | 6           | 7 | 8 | 9 | 10 | 99        |
| C  | I am satisfied with proper utilization of public fund through public procurement            | 1   | 2    | 3    | 4 | 5 | 6           | 7 | 8 | 9 | 10 | 99        |
| D  | No room for interference in e-GP system   | 1   | 2    | 3    | 4 | 5 | 6           | 7 | 8 | 9 | 10 | 99        |
| E  | e-GP has widen business opportunity for private sector                                      | 1   | 2    | 3    | 4 | 5 | 6           | 7 | 8 | 9 | 10 | 99        |
| <b>Instruction: Check Q1. If know about PPR, then ask.</b> |   |   |      |      |   |   |             |   |   |   |    |           |
| 5  | Are you aware of Citizen monitoring/engagement in public procurement? <b>Hints: Citizen</b> | Yes   | 1    | Cont |   |   |             |   |   |   |    |           |
|  |   | No  | 2    | Q7   |   |   |             |   |   |   |    |           |

| No.                              | Questions and Filters  | Coding Categories                              |   |   |   |   |                     |   |   |   |    | Code | Skip |
|----------------------------------|--|--|---|---|---|---|---------------------|---|---|---|----|------|------|
|                                  | 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> |  |   |   |   |   |                     |   |   |   |    |      |      |
| 6                                | How much the Citizen monitoring/engagement is effective, please rate your impression on following aspects in a ten point scale   |  |   |   |   |   |                     |   |   |   |    |      |      |
| SI                               | Aspects  | Not effective<br>at all                        |   |   |   |   | Highly<br>Effective |   |   |   |    | DK   |      |
| A                                | Quality of performance (i.e. Time duration, Transperant, Accountability, Proper use of materials, etc.)  | 1  | 2 | 3 | 4 | 5 | 6                   | 7 | 8 | 9 | 10 | 99   |      |
| B                                | Quality of procurement process (i.e. Following PPR, Participation, Evaluation process, timely payment of wages/bills, etc.)  | 1  | 2 | 3 | 4 | 5 | 6                   | 7 | 8 | 9 | 10 | 99   |      |
| C                                | Building Trust in PPR (i.e. Community satisfaction, government satisfaction, etc)  | 1  | 2 | 3 | 4 | 5 | 6                   | 7 | 8 | 9 | 10 | 99   |      |
| <b>Instruction: Ask Everyone</b> |  |  |   |   |   |   |                     |   |   |   |    |      |      |
| 7.                               | Do you know or heard about any social awareness programs or Strategic Communication Program (SCP) related to PPR/e-GP?   | Yes  |   |   |   |   |                     |   |   |   |    | 1    | Cont |
|                                  |  | No   |   |   |   |   |                     |   |   |   |    | 2    | End  |
| 7a                               | If yes, what types of activities have you heard of or know about?<br><b>[Multiple responses possible]</b>  | e-GP workshop                                  |   |   |   |   |                     |   |   |   |    | 01   |      |
|                                  |  | Meeting of ' <i>Kroi Sanglap Forum</i> ' (KSF) |   |   |   |   |                     |   |   |   |    | 02   |      |
|                                  |  | Social awareness training                      |   |   |   |   |                     |   |   |   |    | 03   |      |
|                                  |  | PPR-related meeting                            |   |   |   |   |                     |   |   |   |    | 04   |      |
|                                  |  | TV spot/song                                   |   |   |   |   |                     |   |   |   |    | 05   |      |

| No.   | Questions and Filters  | Coding Categories                     | Code | Skip |   |   |                     |   |   |   |    |    |
|---|--|---------------------------------------|------|------|---|---|---------------------|---|---|---|----|----|
|   |  | TV program <i>Sarkari Kroye Bazar</i> | 06   |      |   |   |                     |   |   |   |    |    |
|   |  | Radio spot/song                       | 07   |      |   |   |                     |   |   |   |    |    |
|   |  | Folder with Factsheet                 | 08   |      |   |   |                     |   |   |   |    |    |
|   |  | Poster & Sticker                      | 09   |      |   |   |                     |   |   |   |    |    |
|   |  | Cartoon series in any newspaper       | 10   |      |   |   |                     |   |   |   |    |    |
|   |  | Billboard                             | 11   |      |   |   |                     |   |   |   |    |    |
|   |  | Youtube and Facebook                  | 12   |      |   |   |                     |   |   |   |    |    |
|   |  | Mobile Apps                           | 13   |      |   |   |                     |   |   |   |    |    |
|   |  | Mobile sms                            | 14   |      |   |   |                     |   |   |   |    |    |
|   |  | E-mail message                        | 15   |      |   |   |                     |   |   |   |    |    |
|   |  | Others (Please specify)               |      |      |   |   |                     |   |   |   |    |    |
| Instruction: Please ask only those codes circled in Q7a |  |                                       |      |      |   |   |                     |   |   |   |    |    |
| 7b  | How much the Strategic Communication Program (SCP) is effective, please rate your impression on following aspects in a ten point scale |                                       |      |      |   |   |                     |   |   |   |    |    |
| SI  | Aspects  | Not effective<br>at all               |      |      |   |   | Highly<br>Effective |   |   |   |    | DK |
| A   | e-GP workshop  | 1                                     | 2    | 3    | 4 | 5 | 6                   | 7 | 8 | 9 | 10 | 99 |
| B   | Meeting of ' <i>Kroi Sanglap Forum</i> ' (KSF)   | 1                                     | 2    | 3    | 4 | 5 | 6                   | 7 | 8 | 9 | 10 | 99 |
| C   | Social awareness training  | 1                                     | 2    | 3    | 4 | 5 | 6                   | 7 | 8 | 9 | 10 | 99 |
| D   | PPR-related meeting  | 1                                     | 2    | 3    | 4 | 5 | 6                   | 7 | 8 | 9 | 10 | 99 |
| E   | TV spot/song   | 1                                     | 2    | 3    | 4 | 5 | 6                   | 7 | 8 | 9 | 10 | 99 |
| F   | TV program <i>Sarkari Kroye Bazar</i>  | 1                                     | 2    | 3    | 4 | 5 | 6                   | 7 | 8 | 9 | 10 | 99 |
| G   | Radio spot/song  | 1                                     | 2    | 3    | 4 | 5 | 6                   | 7 | 8 | 9 | 10 | 99 |
| H   | Folder with Factsheet  | 1                                     | 2    | 3    | 4 | 5 | 6                   | 7 | 8 | 9 | 10 | 99 |
| I   | Poster & Sticker   | 1                                     | 2    | 3    | 4 | 5 | 6                   | 7 | 8 | 9 | 10 | 99 |

|   |                                 |   |   |   |   |   |   |   |   |   |    |    |
|---|---------------------------------|---|---|---|---|---|---|---|---|---|----|----|
| J | Cartoon series in any newspaper | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| K | Billboard                       | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| L | Youtube and Facebook            | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| M | Mobile Apps                     | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| N | Mobile sms                      | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| O | E-mail message                  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

Thank you.

