

Appendix E.1: Interview Protocol for Doing Business Informants

[Greeting] I am calling on behalf of the World Bank's Independent Evaluation Group (IEG), which reports directly to the Board of Directors of the World Bank. The IEG is undertaking an evaluation of the World Bank Group's DB indicators.

I'm calling/contacting you because you are listed as an informant to the DB survey in Country X. As part of the evaluation, we are reviewing the process for collecting the data used in the DB report. We would very much value your views about the process and information collected. Your contribution is important for enhancing the future work of the World Bank Group.

This interview will about 20 minutes. Please be assured that your views will remain anonymous, and responses to this survey will not be attributed to you personally, or to your organization.

Background Information

- a) What are the topics/questions that DB asks you to provide information on? What is your professional experience with these topic(s)?
- b) How you were approached to participate? When did you first participate and how many times have you taken part?
- c) Why do you participate?
- d) How long did it take you to answer the survey, including time spent by colleagues or subordinates?

Validity of Assumptions

- e) The DB survey presents a business case or a standard firm as the basis for your responses. In your opinion, are the assumptions described in the survey representative of a typical firm in your country? Why or why not?
- f) In your judgment, how many firms fitting this assumption have used your services?
- g) If you had to change the assumptions to make them more consistent with your country's realities, which assumptions would you change and why? And how would these changes affect your answers?

Survey Content and Structure

- h) In your view, do the questions asked in the survey capture the essence of the business climate challenges on the topic? Are the questions focusing on the right aspects?
- i) Do you have any other comments about the structure of the survey?

Validity of Information in DB Report

- j) Have you seen the data published in the last DB report for your topic(s) or your country? Do you agree with the information?
- k) In your view, do you think the DB report captures the changes in laws and regulations from one year to the next appropriately? Why or Why not?

Closing:

- l) How useful has the Doing Business exercise been in your country? Please explain.
- m) Is there anything else you would like to add about the DB survey process or report?

Appendix E.2: Interview Protocol for Policy Makers and Senior Government Officials

Introduction

We are writing on behalf of the World Bank's Independent Evaluation Group (IEG), which reports directly to the Board of Directors of the World Bank. The IEG is undertaking an evaluation of the World Bank's DB indicators. An important

aspect of our work is to determine the relevance and the use of the DB indicators to the government and policy makers in developing countries. Your contribution is important for enhancing the future work of the World Bank Group.

Our survey will take about 45 minutes to complete. Please be assured that your views will remain anonymous, and responses will not be attributed to you personally.

I. Background:

- In order of importance, please tell us, what, in your view, are the three factors affecting or impeding the growth of domestic private sector enterprises?
- What issues have you or your government raised with donors, including the World Bank Group, regarding the development of the domestic private sector?

II. Relevance of the DBI:

- Are you aware of the Doing Business indicators published by the World Bank Group? (Yes/No)
- The Doing Business indicators, the subject of this evaluation, present information on 10 aspects of the business climate. For each, please tell us how important each of these are to enhancing the environment for domestic enterprises. Please use a scale of 1–4 where 1 = Very Important, 2 = Important, 3 = Slightly Important, and 4 = Not important.

Aspects	1. Very important	2. Important	3. Slightly important	4. Not important	Comments
Starting a business					
Getting credit					
Enforcing contracts					
Employing workers					
Paying taxes					
Dealing with licenses					
Registering property					
Protecting investors					
Trading across borders					
Closing a business					
Any other (please list)					

- Do you have any comments about the methodology underlying the DB indicators?
- Overall, your country is ranked A out of B by the DB 2007 report. Do you agree with this ranking? Why or Why not?

Indicator	Ranking	Indicator	Ranking	Comments
1. Starting a business		6. Registering property		
2. Employing workers		7. Dealing with licenses		
3. Getting credit		8. Trading across borders		
4. Enforcing contracts		9. Investor protection		
5. Paying taxes		10. Closing a business		

III. Use of the DB indicators

g) Have you ever used the DB indicators in the course of your work? How have you used them? Please specify. (If not, skip to Q10).

h) Please rank the use of the DB indicators specifically in:

	1. Very useful	2. Useful	3. Slightly useful	4. Not useful	Comments
Motivating reform					
Starting dialogue with country policy makers					
Creating consensus among stakeholders					
Other (please specify)...					
Designing reforms					
Suggestions on changes in legislation					
Prioritization of reform areas					
Other (please specify)...					

i) Please rank the usefulness of the following characteristics of the DBI?

	1. Very useful	2. Useful	3. Slightly useful	4. Not useful	Comments
Specific indicators? (Please list)					
Use of country benchmarking					
In-depth analysis of laws					
Media coverage of the DB indicators					
Other?					

j) What other indicators did you find to be useful when designing policy or activities for developing domestic private enterprises? In your view, what is the relative value of the DB indicators to these other indicators?

k) Please tell us about your involvement, if any, with the Bank group's Doing Business team.

- During preparation of the report?
- Commenting on the indicators?

IV. Impact of DB indicators:

l) In your view, in order of importance, what have been the major reforms that have aided or hindered the development of the domestic private enterprise in your country over the last 5 years?

m) The DB reports over the last 3 years list the following reforms in your country (see table). In your view, how significant are these reforms to the development of domestic enterprises and why?

Reforms noted by DB	1. Very significant	2. Significant	3. Slightly significant	4. Not significant	Comments

n) In your view, to what extent did the DB initiative, including DB reports, contribute to these reforms?

Thank you.