



Regional: Asian Development Bank Client Perception Survey

Project Name	Asian Development Bank Client Perception Survey	
Project Number	54266-001	
Country	Regional	
Project Status	Active	
Project Type / Modality of Assistance	Technical Assistance	
Source of Funding / Amount	TA 9991-REG: Asian Development Bank Client Perception Survey	
	Technical Assistance Special Fund	US\$ 200,000.00
Strategic Agendas	Environmentally sustainable growth Inclusive economic growth Regional integration	
Drivers of Change	Governance and capacity development Knowledge solutions Partnerships Private sector development	
Sector / Subsector	Public sector management - Public administration - Public expenditure and fiscal management	
Gender Equity and Mainstreaming	Effective gender mainstreaming	
Description	<p>ADB will develop and conduct a client perception survey primarily to measure client satisfaction with the use of ADB's knowledge products, and three tracking indicators measuring client satisfaction with ADB's development effectiveness, ADB's responsiveness, and ADB's collaboration with development partners. These are indicators in the Strategy 2030-aligned ADB Corporate Results Framework (CRF), 2019-2024.</p> <p>The client survey results will be used to: (i) monitor and report on indicators in ADB's CRF (results reported in ADB Development Effectiveness Review 2020 (to be published in 2021); and (ii) inform ADB management about client's perceptions on other specific areas of interest.</p>	
Project Rationale and Linkage to Country/Regional Strategy	To keep a pulse on the needs of ADB's sovereign and nonsovereign DMC clients and understand whether ADB is meeting these needs, it necessitates ADB to employ a suite of outreach and communication approaches. As part of this suite, a client perceptions survey will be essential. The survey is necessary in order to collect data for the new CRF indicators. It also presents an opportunity to obtain information not captured via other existing forms of client outreach (i.e., PPF's post-disbursement survey, and SDCC's knowledge products/services-focused survey).	
Impact	ADB better meets the varying needs of its diverse client base.	
Project Outcome		
Description of Outcome	ADB's responsiveness to the varying needs of its diverse client base increased.	
Progress Toward Outcome		
Implementation Progress		
Description of Project Outputs		
Status of Implementation Progress (Outputs, Activities, and Issues)		
Geographical Location	Regional	
Summary of Environmental and Social Aspects		
Environmental Aspects		
Involuntary Resettlement		
Indigenous Peoples		
Stakeholder Communication, Participation, and Consultation		
During Project Design		
During Project Implementation		
Responsible ADB Officer	Wu, Guoliang	
Responsible ADB Department	Strategy and Policy Department	
Responsible ADB Division	SPRA	
Executing Agencies	Asian Development Bank 6 ADB Avenue, Mandaluyong City 1550, Philippines	

Timetable	
Concept Clearance	-
Fact Finding	19 May 2020 to 19 May 2020
MRM	-
Approval	19 Jun 2020
Last Review Mission	-
Last PDS Update	19 Jun 2020

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Financing Plan/TA Utilization						Cumulative Disbursements		
ADB	Cofinancing	Counterpart				Total	Date	Amount
		Gov	Beneficiaries	Project Sponsor	Others			
200,000.00	0.00	0.00	0.00	0.00	0.00	200,000.00	-	0.00

Project Page	https://www.adb.org/projects/54266-001/main
Request for Information	http://www.adb.org/forms/request-information-form?subject=54266-001
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