

# [Hypo: there is a positive correlation between aftercare services and inward thesi...](https://assignbuster.com/hypo-there-is-a-positive-correlation-between-aftercare-services-and-inward-thesis/)

[](https://assignbuster.com/)[Finance](https://assignbuster.com/essay-subjects/finance/), [Investment](https://assignbuster.com/essay-subjects/finance/investment/)

## Research questions:

Main Question: How has the current aftercare program in Kuwait impacted on inward FDI in the country?   
Sub-question 1: How successful is this program?   
Sub-question 2: What can be done to improve the current aftercare program?   
Survey Questions   
Questionnaire 1   
Respondents: IPAs offering aftercare services in Kuwait   
1. Background Information   
- Where is your organisation located?   
- When was your organisation formed?   
- Is your organization a private or public (government owned) agency? Yes { } No { }   
- How many employees does your organization/agency have?   
- How does your organization source its funds?

## National government { } Governorate { } District { } Private Sector { } other { } specify

- What is your position in the organization/agency?   
- When did you join this organization?.   
- For how long have you worked in this organization in your position?   
- How many years have you worked in this industry?   
- Are you male { } Female { }   
2. Aftercare Service Know-how   
- Can you define aftercare service/program/unit?   
- Does your agency/organization have aftercare unit/services? Yes { } No { }   
- According to you, how much should be allocated to the aftercare unit/service/program (% of annual budget)?.   
- If your answer to section (b) above is yes, state if your organization’s aftercare unit/service/program has a strategy(s).   
- Are you in a position to avail that strategy? { Yes} { no]   
- How frequent does the management review the aftercare strategy?   
- Does this aftercare service have a long term objective? { Yes} { no]   
- If yes, Can you state this objective (s)?   
- Who crafted the objective (s)? Did the management involve external agencies?   
- If yes, state them (external agencies consulted).

## Local {}

International/foreign {}   
Both local and foreign {}   
- Is there a defined criterion in your organization for selecting investors to be assisted?   
- If yes, specify that criterion in the table below   
- How many companies are selected by your company for investment aftercare support on an annual basis?   
- Does your organization collaborate with other institutions from in offering the aftercare support to investors?   
- If yes, list those organizations   
- At what level do you think it is most appropriate to offer the aftercare service?

## National {}, explain.

Governorate {} explain..   
District {} explain..

## National/governorate {}

National/district {}   
Governorate/District {}   
All the above {}explain..   
- According to your understanding, aftercare services are offered at what level in Kuwait?   
- What aftercare services do you offer to your existing investors? (list as many as possible)   
- How do you contact your prospective and current investors?

## Phone {}

Physical Visit {}   
Fax {}   
Other (specify)   
- Which communication means does your company use more frequently?   
- How many investors does your company contact in a year?   
- How many times are those investors contacted?   
- What challenges does your organization face in its endeavor to provide aftercare services?   
- Does your organization assess its effectiveness in terms of after care services? Yes {} no {}   
- If yes, what tool (s) is your organization using to conduct that assessment?

## Testimonials {}

Certificate of receipt of service {}   
Computer software {}   
Other {}   
- How many positive feedbacks/testimonials did your organization receive in:   
2010 () 2011 () 2012()   
- Can you estimate the amount of inward direct investment that your organization produced in the following years? 2010 () 2011 () 2012()   
- How can you rate your organization’s aftercare service?

## Poor {} Fair {}Good {} Very good {}

- What do you think needs to be done in order to improve the current aftercare service?