

Hypo: there is a positive correlation between aftercare services and inward thesi...

[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?