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BUSINESS ENVIRONMENT REFORM AND INVESTMENT PROMOTION AND FACILITATION

RAPID EVIDENCE ASSESSMENT, AUGUST 2015

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LIST OF ABBREVIATIONS

BE	Business environment
BER	Business environment reform
DCED	Donor Committee for Enterprise Development
DFID	Department for International Development
FDI	Foreign Direct Investment
GDP	Gross Domestic Product
IC	Investment climate
ICR	Investment climate reform
IEG	Independent Evaluation Group, World Bank Group
IFC	International Finance Corporation
IPA	Investment promotion agency
MENA	Middle East, North Africa
REA	Rapid Evidence Assessment
PSD	Private sector development
UNCTAD	United Nations Conference on Trade and Development
WBES	World Bank Enterprise Survey

EXECUTIVE SUMMARY

This rapid evidence assessment (REA) applies a structured method of identifying, assessing and reviewing evidence that can be used to answer the research question: What is the evidence on links between business environment reform (BER) and investment, and what is the effectiveness of linking business environment reforms and investment facilitation/promotion?

The assessment identified an initial group of 129 studies, which were reviewed to determine each study type and its relevance to the research question. Applying a set of inclusion and exclusion criteria, 44 studies were selected for a more detailed quality assessment. Of these 48 per cent were considered to be Medium Quality, while 52 per cent were considered to be High Quality.

Evidence for the research question was examined in two parts, based upon a conceptual framework presented in the report: (1) the impact of BER on investment, and (2) the effectiveness of linking BER and investment facilitation and promotion services

BER AND INVESTMENT

There is cross-country macro-level analysis and national survey data on the link between BER and firm investment. Fourteen studies were found with evidence on how BER contributes to increased investment leading to increased profit, value added and revenue. However, the size of the firm influences these effects with smaller firms benefiting more substantially than larger ones. BER programmes that affect firm behaviour include changes to the legal and regulatory framework for business entry (i.e., registration, licenses), contract enforcement, labour markets, the judiciary, and the overall quality of the regulatory framework. Studies also highlighted the role of tax reform, finding that improving the administration of taxation is a critical aspect of BER. Overall, the strength of the evidence linking BER with increases in firm investment was judged to be 'Medium', based on the number, quality and consistency of the evidence found.

Beyond the firm-level effect of BER, it was more difficult to demonstrate a connection between increased firm investment and broader economic impacts. While increasing firm-level investments are expected to contribute to broader economic growth, there are many other factors at play here, making it difficult to claim a direct and consistent effect.

BER AND INVESTMENT FACILITATION AND PROMOTION SERVICES

There was no evidence found that directly addressed the research question concerning the effectiveness of linking BER and investment facilitation and promotion. However, 11 studies were found with evidence on the elements that contribute to this link.

When examining the evidence of the effectiveness of BER compared with other interventions, specifically investment facilitation and promotion services, BER was found to be critical to attracting and mobilising private investment flows. A sound business

environment (BE) is important for attracting inward private investment. However, there is some conflicting evidence on the comparative importance of investment facilitation and promotion services. There is relatively consistent evidence that shows how the state of the BE is often considered by investors to be more influential than investment promotion agencies (IPAs) or investment incentives, such as tax incentives. While IPAs and investment promotion programmes and instruments are used to market a country—and this marketing may initially attract an investor to consider the country—the state of the BE is more important. However, there are other factors at play here too, such as the size of the market and the state of essential infrastructure.

IPAs have been found to support inward investment in two major ways: First, by addressing information asymmetries. Second, by providing a facilitation service, such as a one-stop-shop, that helps investors navigate the bureaucracy and comply with the legal and regulatory framework. Perhaps unsurprisingly, these services were found to be more beneficial to investors in developing economies as they help them to understand and find their way through a difficult BE.

The evidence suggests that the following interventions are likely to increase investment levels:

- Improving the general BE: improving the BE to make it more conducive to private investment is a critical element for increasing investment;
- Improving tax administration: a streamlined tax system can increase the number of firms in the formal economy, facilitate investment, widen the tax base, and rationalise a company's tax compliance cost;
- Supporting reforms that focus on the needs of poor, informal business: the formalisation of informal firms is critical to growth in investment levels (e.g., access to finance and business services);
- Improving access to markets: markets remain the number one factor guiding investment decisions;
- Developing an integrated framework for investment-oriented reforms: BER affects a wide range of stakeholders in positive and negative ways, and it is important to understand the political economy of these processes and to integrate these into reform design;
- Bridging the gap between the need for reform and current investor needs: while a poor BE is the reality on the ground in many developing economies, investment promotion and facilitation services are needed to help bridge the gap between the future need for reform and the current needs of investors.
- Establishing one-stop-shops: these facilities create a useful mechanism for helping investors navigate the bureaucracy and can be used to stimulate reform efforts.

Similarly, the evidence suggests that the following interventions are not likely to increase investment levels:

- Marketing efforts that are disconnected to investment conditions: a poor BE undermines investment promotion efforts and while IPAs can provide support and

facilitation services to help guide investors through the legal and regulatory challenges they may face, in the long-term investors will be disinclined to continue;

- Applying a one-size fits all approach — the impact of reform varies based on a number of factors, including the size of the firm, whether it is formal or informal, its location (i.e., urban compared with rural locations), education levels, and access to finance;
- Failing to deal with corruption: reforms that do not address the scourge of corruption will be insufficient to producing higher levels of private foreign investment.

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1.0 INTRODUCTION

There has been enormous growth in the amount of literature dealing with the practices and procedures of business environment reform (BER) in recent years, as well as with measuring the outcomes and impacts of these reforms. Increasingly, bilateral and multilateral agencies that support private sector development (PSD) ensure these programmes contain a component that deals with improvements to the business environment (BE) or investment climate (IC). BE and IC issues have been recognised as containing critical elements that affect the performance of private enterprises in both the formal and informal economies of developing and transition countries. Reforms in these areas endeavour to promote the development of markets that encourage competition and enhance the effectiveness and sustainability of other development interventions. Indeed, many agencies consider a conducive BE as one of the pre-requisites for economic growth and poverty reduction.¹

This rapid evidence assessment (REA) focuses on the following research question:² *What is the evidence on links between business environment reform and investment, and on the effectiveness of linking business environment reforms and investment facilitation/promotion?* This is one of two REAs commissioned on the subject of BER. The other study focuses on the evidence of the direct link between BER and poverty.³ In addressing this question, this assessment has sought to better understand the impact of BER on investment and what the evidence says about what works and what doesn't. To comprehend these dynamics and to isolate the factors at work, a conceptual framework was formulated to establish a mechanism for isolating the key areas of investigation and developing the scope of the assessment.

1.1 CONCEPTUAL FRAMEWORK

There are a wide variety of terms used by the development, donor and research community working in PSD and investment promotion. In 2008, the Donor Committee for Enterprise Development (DCED), of which DFID is an active member, published guidelines on this topic to create a more precise set of definitions to demarcate the field. The DCED (2008; 2) defines the 'business environment' as a "complex of policy, legal, institutional, and regulatory conditions that govern business activities. It is a sub-set of the investment climate and includes the administration and enforcement mechanisms established to implement

¹ For example, a recent evaluation of the World Bank's support for investment climate reform, the Bank's Independent Evaluation Group describes how private firms are at the forefront of the development process providing more than 90 per cent of jobs, supplying goods and services, and representing a significant source of tax revenues. Their "ability to grow, create jobs, and reduce poverty depends critically on a well-functioning investment climate defined as the policy, legal and institutional arrangements underpinning the functioning of markets and the level of transaction costs and risks associated with starting, operating and closing a business" (IEG 2015; ix).

² DFID formulated this research question, which established the purpose and scope of the study. However, the original formulation did not include the word "promotion". This was later included as the broader links between BER and investment, particularly foreign investment, were considered.

³ White, S. & P. Fortune 2015, What is the evidence on the direct impact of business environment reforms on poverty? A Rapid Evidence Assessment, A Coffey International Development report submitted to DFID, London

government policy, as well as the institutional arrangements that influence the way key actors operate (e.g., government agencies, regulatory authorities and business membership organisations, civil society organisations, trade unions, etc.)". Applying this definition, the BE has been treated as a sub-set of the IC. However, the term 'investment climate' has raised definitional problems for some time.⁴ For the purpose of this assessment of the evidence, the DCED definition outlined above was adopted, while recognising that some authors may refer to the investment climate when describing some or all of these elements.

The DCED (2005) recognises a number of 'functional areas' of BER that donor and development agencies have typically focused on. While BER can focus on general BE issues, most reforms are concentrated on one or more of the following:

- Simplifying business registration and licensing procedures;
- Improving tax policies and administration;
- Improving labour laws and administration;
- Improving the overall quality of regulatory governance;
- Improving land titles, registers and administration;
- Simplifying and speeding up access to commercial courts and to alternative dispute resolution mechanisms;
- Broadening public-private dialogue processes with a particular focus on including informal operators, especially women;
- Improving access to market information; and
- Enabling better access to finance.

BER refers to the changes that are made to improve the BE. The DCED (2008; 3-4) states that BER is supported by donor and development agencies and undertaken by government because of the significant influence the business environment has on the development of the private sector and therefore "on economic growth and the generation of livelihoods and jobs". Reforms to the BE are undertaken so that businesses are able to change their behaviours in ways that lead to increased levels of investment and innovation and the creation of more and better jobs.⁵ This is done by:

- Reducing business costs: by reducing business costs firms are able to increase profits so that these may be further invested to increase market share so that output and employment is increased;
- Reducing risks and uncertainty: the risks of doing business are reduced by improving the quality and stability of government policies, laws and regulations in order to

⁴ The World Development Report 2005 defined the IC as "the set of location-specific factors shaping the opportunities and incentives for firms to invest productively, create jobs, and expand" (World Bank 2004). However, this year, the Bank's Independent Evaluation Group (IEG 2015; 23) defined the IC as "the support for policy, legal, and institutional reforms intended to improve the functioning of markets and reduce transaction costs and risks associated with starting, operating and closing a business in the World Bank Group's client countries" (p. 23). This definition appears to be more closely aligned to the DCED 2005 definition of the business environment.

⁵ This definition is consistent with that used by the IEG (2015) and the OECD (2006).

reduce the cost of capital and increase the number of attractive investments in the market; and

- Increasing competitive pressures: firms become more competitive by making market entry easier and by stimulating the efficiency and innovating incentives of the market.

Turning, then, to the research question: developing-country governments, with the support of donor and development agencies, undertake BER in order to stimulate increased private investment. BER is used by governments to improve the conditions for private investors (i.e., reduce costs and risks, and encourage new entry) along with other instruments such as investment facilitation and promotion. The research question focuses on the evidence of links between BER and investment, and on the effectiveness of linking BER and investment facilitation and promotion. Thus, there are two parts to the question:

- The impact BER has on investment; and
- The relative importance of BER when compared with or linked to investment promotion and facilitation services.

1.1.1 THE IMPACT OF BER ON INVESTMENT

When examining the first part of the question, BER is seen as stimulating investment at two levels: within individual firms and across the economy. The literature suggests that these results are produced through two causal links.

The first focuses on the way BER affects the behaviour of firms, particularly informal firms. BER endeavours to influence the behaviour of firms in three major ways. First, by increasing investment in the firm in a manner that leads to increased employment and the upgrading of plant and equipment, including new technology. Second, reforms make it easier for firms to increase their share of the market and move into new markets. Third, as firms invest more and expand their market share, they become more likely to innovate and become more productive.

The DCED has described how reforms are typically designed to bring about one or several of the following three *direct* results:⁶

- More firms are encouraged to start-up or register as formal businesses, for example as a result of simplified business registration procedures or tax incentives.
- Firms invest more following the improvement of legislative or regulatory frameworks, or otherwise change their behaviour in ways that are conducive to their business.
- Firms directly increase their sales/turnover or net income, for example through the removal of trade barriers or savings from more efficient licensing and inspections processes.

⁶ DCED 'Why Business Environment Reform', access 15 April 2015: <http://www.enterprise-development.org/page/whyber>

In addition, increases in firm turnover or profit can be the outcome of one of the following scenarios:

- Formalisation enables businesses to grow in turnover or profit;
- A change in firm behaviour, for example the use of new legal opportunities that allow firms to save money, leads to increased turnover or profit;
- Formalisation allows businesses to become more productive, for example by gaining access to government services, which in turn increases profitability; and
- A change in firm behaviour, such as the investment in new technologies, leads to greater productivity, which in turn increases profitability.

When a business is started, there is a direct and positive impact on employment at the firm level, at the minimum for the business owner her or himself. Moreover, expected or actual increases in firm turnover or profit as a result of BER can lead firms to expand and employ more people.

The second causal link involves how individual firm behaviour has a broader impact across the economy. These aggregate effects lead to economy-wide outcomes, such as higher levels of private investment and increased competitive pressures. These effects lead to increases in economic growth, as measured, for example, by increases in the rate of growth of the Gross Domestic Product (GDP).

Within the context of the research question, increases in the national levels of foreign investment, including foreign direct investment (FDI) present a relevant measure of the broader effects of BER. An improved BE will make foreign investors more likely to invest in the country.

1.1.2 BER AND INVESTMENT PROMOTION AND FACILITATION SERVICES

The second part of the research question deals with the relative importance of BER when compared with investment promotion and facilitation services and what effect linking these interventions creates. Many national governments have established institutions and services that promote investment opportunities among the foreign investment community. Investment promotion can be defined as “efforts by a government to communicate to foreign investors the nature of the country’s investment climate, and to persuade and assist these investors to invest, or reinvest in the country” (Wint 1992; 27).

The *World Investment Report 2014* presents data on FDI flows. It shows that after a slump in 2012, global FDI returned to growth, with inflows rising nine per cent in 2013, to US\$1.45 trillion. The United Nations Conference on Trade and Development (UNCTAD) projects that FDI flows could rise to US\$1.6 trillion in 2014, US\$1.7 trillion in 2015 and US\$1.8 trillion in 2016, with relatively larger increases in developed countries. Indeed, FDI flows to developed countries increased by nine per cent to US\$566 billion, or 39 per cent of global flows, while those to developing economies reached a new high of US\$778 billion, or 54 per cent of the total. The balance of US\$108 billion went to transition economies. Developing and transition economies now constitute half of the top 20 ranked by FDI inflows (United Nations 2014).

UNCTAD conducted a global survey of investment promotion agencies (IPAs) in 2014, which found that fiscal incentives are the most important instruments for attracting and benefiting from foreign investment, particularly in developing and transition economies. Financial and regulatory incentives were considered less important policy tools for attracting and benefiting from FDI. In addition to investment incentives, IPAs considered investment facilitation measures as particularly important for attracting investment (United Nations 2014; 109).

Box 1: Features of an investment promotion agency

Image Building: Refers to the function of creating the perception of a country as an attractive site for international investment. Activities commonly associated with image building include focused advertising, public relations events and the generation of favourable news stories by cultivating journalists.

Investor Facilitation and Investors Servicing: Refers to the range of services provided in a host country that can assist an investor in analysing investment decisions, establishing a business, and maintaining it in good standing. Activities include information provision, 'one-stop shop' service aimed at expediting the approval process, and assistance in obtaining sites and utilities.

Investment Generation: This entails targeting specific sectors and companies with the aim of creating investment leads. Activities include identification of potential sectors and investors, direct mailing, telephone campaigns, investor forums and seminars and individual presentations to targeted investors.

Policy Advocacy: This consists of the activities via which the agency supports initiatives to improve the investment climate and identifies the views of the private sector on that matter. Activities include surveys of the private sector, participation in task forces, policy and legal proposals, and lobbying.

SOURCE: Reproduced with minor changes by Rajan (2004) from Morisset, J. 2003, "Does a Country Need a Promotion Agency to Attract Foreign Direct Investment? A Small Analytical Model Applied to 58 Countries", Policy Research Working Paper No 3028, The World Bank, Washington DC

Thus, IPAs present a major strategy employed by national governments to attract outside investment. While some IPAs include domestic investor support within the overall strategy, the overwhelming focus of these institutions is on foreign investment and FDI in particular.

The OECD (2006b; Chapter 2) has formulated guidelines on investment promotion addressed to IPAs based on its review of practices. These include advice on the:

- Establishment of an IPA or other institutional facility, as well as its objectives and the relevant legislative and governance structures;
- Inculcation, within the IPA, of a professional management and service culture, result-oriented ethos and innovative marketing approach in order to compete successfully in attracting new investment and to ensure satisfactory continuity of the organisation culture; and
- Formulation of strategic policy options and set out the corporate strategy and marketing plan of the IPA to build competitive strength and achieve selected policy options.

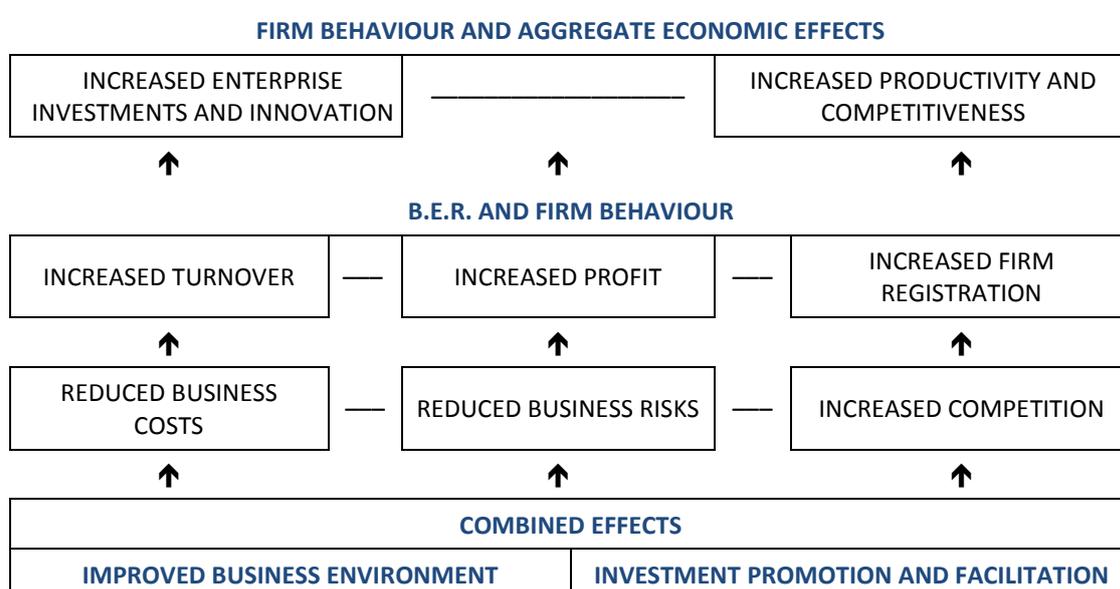
The OECD (2006b; 32) suggests that measures "to promote and facilitate investment can be successful if they take place within the broader context of an overarching strategy for improving the investment environment, which involves mainstreaming investment across a broad range of policy areas that affect the investment climate".

Within the overarching framework of investment promotion and the role of the IPA, increasing attention has been given to investment facilitation services. Morisset and

Andrews-Johnson (2004; 7) have defined investor facilitation and investor services as “the range of services provided in a host country that can assist an investor in analysing investment decisions, establishing a business, and maintaining it in good standing”. These activities include, but are not limited to, information provision, ‘one-stop shop’ services aimed at expediting approval process, and assistance in obtaining sites, utilities, and so on.

The research question endeavours to better understand the relationship between BER, investment promotion and investment facilitation services. These are interrelated functions designed to complement one another and increase private investment. The figure below illustrates these three hypothesised causal linkages, which become the subject of analysis in this assessment of the evidence.

Figure 1: Impact Chain — BER and investment



1.2 REPORT STRUCTURE

This report is structured in the following way: Chapter 2 describes the REA methodology. It outlines the procedures involved in the search for studies, the application of exclusion and inclusion criteria, the classification of studies, quality assessment and the final synthesis and assessment of the body of evidence. More details on the results of this process are presented in the appendices.

Chapter 3 presents an overview of the body of evidence. It maps the evidence and rates the quality of studies. Chapter 4 presents the findings by outlining what the evidence says with respect to the effects and impacts of BER and investment promotion and facilitation. This chapter provide a general overview of the available evidence found and identifies its major features. Chapter 5 provides concluding comments and recommendations.

2.0 METHODS

This rapid assessment followed a systemic process of search and assessment, which is broadly outlined in the DFID (2014) *How To Note*. There were five stages applied in this assessment:

1. Document search;
2. Application of exclusion criteria to narrow the search results;
3. Classification of studies;
4. Quality assessment; and
5. Synthesis and assessment of the body of evidence.

The details of these steps are described below.

STEP 1: SEARCH

An initial series of Internet searches was used to identify studies that appeared relevant to the research question. These searches were conducted using a variety of search engines. In the first instance, two databases were searched: Scopus and JSTOR. These databases were selected because they were considered to provide access to academic research that had been published by reputable journals and publications. In addition, searches were conducted of a number of institutional websites and databases that were relevant to the research question. The sites included in these searches were: DFID, DCED, International Alert, International Initiative for Impact Evaluation, Monitoring and Evaluation News, United States Agency for International Development Microlinks, and the World Bank and International Finance Corporation (IFC).

Finally, a series of broader searches were conducted using Google and Google Scholar. These searches were conducted as a final sweep of possible studies that may not have been found in the previous searches.

Appendix 3 provides a summary of the searches conducted.

STEP 2: APPLYING EXCLUSION CRITERIA TO THE RESULTS

The second step involved an initial filtering of the studies identified in Step 1 through the application of specific inclusion and exclusion criteria. In some cases, depending on the capabilities of the search engine, these inclusions and exclusions were applied during the search process. In other cases this was done after the search was completed. The following studies were excluded from the search results:

- Studies published before 2000 (i.e., more than 15 years old);
- Studies based solely on a conceptual thesis (i.e., lacking a clear evidence-based design); and
- Studies in a language other than English.

Following the application of the above exclusions, a second set of criteria was applied dealing with the geographical coverage of the studies:

1. Include studies covering DFID's 28 priority countries (see Appendix 1);
2. Because the evidence base returned from the above search was too limited, studies covering BER in low and lower-middle income countries generally were included; and
3. Because the evidence base returned from the above search again was too limited, studies on BER in high-income countries containing transferable lessons for BER in DFID's priority countries were included.

As implied by the above procedure, this evidence assessment focused primarily on published studies. However, there were occasions where the search process unearthed so-called 'grey literature' or unpublished studies or work in progress. In instances where these studies met the above criteria, such studies were included in the classification and assessment procedures outlined below.

STEP 3: CLASSIFICATION OF STUDIES

The studies that were collected through Steps 1 and 2 were then classified according to the following factors:

- **Geographical coverage:** studies were classified into three categories: DFID Priority Countries, Other Low- and Medium-Income Countries, and Other Countries (i.e., those dealing with developed economies, but with findings that appeared relevant to developing economies).
- **Type of reform covered:** studies were reviewed to identify which elements of BER they address. This would range from a general coverage of BER to coverage that focused on a specific element, such as business licensing, tax administration and trade.
- **Type of study:** three classifications of studies were delineated: Primary Studies (P), Secondary Studies (S), and Theoretical Studies (T).⁷
- **Study design:** this classification sought to identify the nature of the study (e.g., qualitative, quantitative, mixed method, experimental, quasi-experimental).⁸
- **Number of cases:** studies were reviewed to determine the number of cases from which data was drawn. This included country case studies where one or more countries were investigated and compared, as well as the number of firms surveyed in a study. This information was used in Step 4.
- **Relevance to the research question:** finally, the studies were reviewed to determine the extent to which they addressed the research question.

⁷ Primary research studies empirically observe a phenomenon at first hand, collecting, analysing or presenting 'raw' data; Secondary review studies interrogate primary research studies, summarising and interrogating their data and findings; Theoretical or conceptual studies: most studies (primary and secondary) include some discussion of theory, but some focus almost exclusively on the construction of new theories rather than generating, or synthesising empirical data (DFID 2014).

⁸ For full details, refer to DFID 2014.

Based on the results of this classification process, an assessment was made as to which studies would be excluded and which would move on to the next level of assessment. This decision was based on the following:

- **Type of study:** Primary and Secondary Studies only would be included in the next level of assessment. Theoretical Studies do not provide new evidence that would shed light on the research question and were excluded. However, some Theoretical Studies were examined in order to determine whether or not they contained references to other literature that may be relevant to the study.
- **Relevance to the research question:** only those studies that provided evidence of relevance to the research question were selected for the next level of review. There were a significant number of studies that referred BER and poverty, but did not provide evidence on the link between the two. On this basis, these studies were excluded from further assessment.

While in some cases it was possible to make these assessments using study abstracts, in the majority of cases the full studies were obtained and reviewed.

STEP 4: QUALITY ASSESSMENT

Each of the studies classified for inclusion in Step 3 were then assessed for quality in order to ensure the study is relevant and its findings reliable. Drawing from DFID's *How To Note*, the following criteria were selected for assessing the quality of the research presented in each study:

- **Conceptual framing:** Does the study acknowledge existing research? Does the study construct a conceptual framework? Does the study pose a research question or outline a hypothesis?
- **Appropriateness:** Does the study identify a research design? Does the study identify a research method? Does the study demonstrate why the chosen design and method are well suited to the research question?
- **Transparency:** Does the study present or link to the raw data it analyses? What is the geography/context in which the study was conducted? Does the study declare sources of support/funding?⁹
- **Reliability:** To what extent are the measures used in the study stable? To what extent are the measures used in the study internally reliable? To what extent are the findings likely to be sensitive/changeable depending on the analytical technique used?

Each study was assessed on the above four criteria using a score of 0-5, where high scores are attributed to better performance. Thus, each paper was given a final quality score out of a maximum score of 20 for a well-designed and conducted research study. The results of the

⁹ Research that is funded by an agency, such as DFID or the World Bank, may be considered transparent, but the neutrality of the study may be questioned.

above scoring were captured by the classification of each study into three categories. See the table below.

Table 1: Classification of individual study quality

Quality Classification	Score Range
High Quality	14-20
Medium Quality	7-13
Low Quality	0-6

STEP 5: SYNTHESIS AND ASSESSMENT OF THE BODY OF EVIDENCE

The final step in the process of evidence assessment was to consider the overall body of evidence and how it addresses the research question. This includes an assessment of its quality, size, context, and consistency.

As the quality of each study was assessed in Step 4, above, this step involves an assessment of the overall quality of the studies reviewed. This requires a consolidated assessment of all individual studies to determine whether, as a whole, they are:

- **High Quality:** This is where many or a large majority of the studies reviewed are considered to be of a high quality, demonstrating adherence to the principles of research quality.
- **Moderate Quality:** This is where approximately half of the studies reviewed are of a moderate quality, as assessed according to the principles of research quality.
- **Low Quality:** This is where many or a large majority of the studies reviewed are considered to be of a low quality, showing significant deficiencies in adherence to the principles of quality.

The size of the body of evidence involves an assessment of the number of studies that address the research question and the extent to which the findings of one study have been replicated or corroborated by others. Table 2, below, provides the thresholds for determining the size of the body of evidence and classifying this as Large, Medium or Small.

Table 2: Body of evidence; size thresholds

Number of Studies	Size category
1 to 39	Small
40 to 79	Medium
80 or more	High

The context of the body of evidence refers to its specificity. While some evidence relates to a highly specific set of countries or reforms, others may have a more global benefit. Ideally, there is a convincing body of evidence on the relationship between BER and poverty both globally and in the context of particular interest.

Finally, the consistency of the body of evidence is measured. The table below defines the manner in which the body of evidence can be classified as Consistent, Inconsistent or Mixed.

Table 3: Consistency categories

Consistency	Definition
Consistent	A range of studies point to identical, or similar conclusions.
Inconsistent	One study or more directly refutes or contest the findings of another study or studies carried out in the same context or under the same conditions.
Mixed	Studies based on a variety of different designs or methods, applied in a range of contexts, have produced results that contrast with those of another study.

SOURCE: DFID (2014) Assessing the Strength of Evidence; How to Note, March, DFID, London, p. 18

Finally, the strength of the body of evidence is synthesised using the four dimensions described above in order to classify the evidence into one of five categories:

- **Very Strong Evidence:** Where there is a high quality body of evidence, large in size, consistent, and contextually relevant.
- **Strong Evidence:** Where there is a high quality body of evidence, large or medium in size, highly or moderately consistent, and contextually relevant.
- **Medium Evidence:** Where there are moderate quality studies, medium size evidence body, and moderate level of consistency. Studies may or may not be contextually relevant.
- **Limited Evidence:** Where the quality of the studies is deemed to be moderate-to-low, medium size evidence body, low levels of consistency. Studies may or may not be contextually relevant.
- **No Evidence:** Where there are few or no studies that address the research question.

This synthesis and assessment leads to a review of the research question and the conceptual framework used to describe the nature and context of the question. The collated evidence is then organised based on the conceptual framework, which is refined if necessary. Here the patterns in the data are explored and the overall findings are synthesised, checking for quality, sensitivity, coherence, and relevance. Chapter 3 provides the results of this analysis.

LIMITATIONS

The REA applies a rigid, systemic method of document identification and assessment. This is designed to rapidly cover a wide range of literature in order to assess the quality, consistency and strength of the evidence available to answer the research question. In applying the specified search phrases and protocols described above and in the appendices, this assessment is reliant upon the efficacy of the search engines employed for this purpose. To address this limitation, a number of search engines were used and a wide range of search phrases applied in order to spread a broad net. While this produced a range of outcomes, which was beneficial to the review, there are some relevant studies that may not have been located through this procedure. The method described above did not allow for the collection

of any study identified outside of the defined protocol for fear this would bias the results. Thus, the evidence presented here is not a broader review of the literature. Instead, it is the result of the application of a systematic procedure for identifying and assessing evidence found through publicly available search engines using an objective and logical framework.

3.0 THE EVIDENCE MAP

This chapter provides a general overview of the nature of the evidence found. The evidence is mapped and the initial classification of the identified studies is presented, including the results of the quality assessment and the overall results this has on the body of evidence that deals with this research question.

3.1 INITIAL SEARCH AND CLASSIFICATION

The search for studies produced an initial collection of 129 studies. These studies were then classified based on their geographic coverage and study type. The most relevant of these were selected for quality assessment. The table below presents an overview of the number of studies falling within these categories.

Table 4: Summary of studies identified and classified

Total studies identified in search		129	
Studies rejected immediately as irrelevant		38	
	Study Type	No. of Studies	No. Selected for QA
DFID Priority Countries	Primary (P)	7	3
	Secondary (S)	9	4
	Theoretical	7	0
	Sub-Total	23	7
Low- and Medium Income Countries	Primary (P)	6	4
	Secondary (S)	30	17
	Theoretical	8	0
	Sub-Total	44	21
Other	Primary (P)	1	1
	Secondary (S)	19	15
	Theoretical	4	0
	Sub-Total	24	16
TOTALS		91	44

As the above table illustrates, a high number of studies identified through the search procedure were not selected for quality assessment. This is primarily because they did not provide evidence that was relevant to the research question or because, as in the case of papers found to be Theoretical Studies, they did not present any new evidence.

3.2 BODY OF EVIDENCE

When examining the body of evidence assessed for this research question, the quality, size, context and consistency of the collection of studies were considered.

3.2.1 QUALITY OF THE BODY OF EVIDENCE

A total of 44 studies were assessed for quality using the four criteria described in Chapter 2, i.e., conceptual framing, appropriateness, transparency, and reliability. Of these 21 studies were considered to be Medium Quality, i.e., with a score ranging from 7 to 13 and 23 studies were considered to be High Quality, i.e., with a score ranging from 14 to 20. All studies were based on observation; there were no experimental studies. Twelve studies were based on a single country assessment, with the remaining 32 studies applied cross-country analysis.

Table 5: Individual study quality

Quality Score	DFID Priority Countries	Low- and Middle-Income Countries	Other Countries	Total	Percentages
High Quality [↑] (SCORE 14-20)	5	9	9	23	52%
Medium Quality [→] (SCORE 7-13)	2	12	7	21	48%
Low Quality [↓] (SCORE 0-6)	0	0	0	0	0.0%
Total	7	21	16	44	100.0%

The highest scoring paper scored 16 out of 20, while the lowest score was 10. The average score across all 43 studies was 13, as was the median score. On this basis, it appears fair to suggest that the quality of the body of evidence is Medium.

Appendix 2 contains presents the results of the qualitative assessments of all the studies reviewed.

3.2.2 SIZE OF THE BODY OF EVIDENCE

Of the 129 studies found through the search process, 44 were considered to be sufficiently relevant to warrant quality assessment and these were considered to be of a High or Medium Quality. The total number of studies over the last 15 years that were found to address the research question were scattered over the world, with some countries getting significantly more attention than others. Thus, the size of the body of evidence is Medium, based on the thresholds presented in Table 2 in the previous chapter.

3.2.3 CONTEXT OF THE BODY OF EVIDENCE

There were five High Quality studies and two Medium Quality studies that focused on the DFID Priority Countries (see Appendix 2, Table 1).¹⁰ Overall, seven studies focused on Priority

¹⁰ Afghanistan, Bangladesh, DR Congo, Ethiopia, Ghana, Kenya, Kyrgyz Republic, Malawi, Nepal, Nigeria, India, Liberia, Occupied Palestinian Territories, Pakistan, Rwanda, Sierra Leone, Somalia, South Africa, South Sudan, Sudan, Tajikistan, Tanzania, Uganda, Yemen, Zambia, and Zimbabwe.

Countries, 21 on Low-Income and Medium Countries, and 16 on Other Countries (see Appendix 2, Table 2).

3.2.4 CONSISTENCY OF THE BODY OF EVIDENCE

The evidence overall was fairly consistent in that there was little evidence found that directly contradicted other studies. However, the evidence is also somewhat fragmented in that there were few examples of repeat studies designed to confirm other studies. In many cases, the evidence was spread across a range of BER concerns. Based on Table 3 presented in Chapter 2, considers the consistency of the body of evidence to be moderately Consistent, i.e., “range of studies point to identical or similar conclusions” (DFID 2014).

In summary, 44 studies were selected from the initial search results based on their relevance to the research question. All of these were assessed to be of High or Medium Quality, with the average and median scores of 13 out of a possible score of 20. Thus, the quality of the evidence is considered Medium.

The size of the body of evidence is Medium and moderately Consistent. Thus, on the balance of these factors, the body of evidence is judged to be of medium strength.

4.0 MAIN FINDINGS

The two parts to the research question are examined. The first concerns the way in which BER leads to increased investment. The second concerns the effectiveness of BER when linked with investment facilitation and promotion services.

None of the studies assessed addressed the research question in full. There were no studies that considered the effectiveness of linking BER with investment facilitation and promotion services. Thus, in presenting the findings, attention is given to presenting the evidence that focuses on the two parts of the question and on where the links between the two may be strengthened.

4.1 BER AND INVESTMENT

This REA is interested in how BER affects domestic and foreign investment. When looking for evidence on this impact, two kinds or levels of investment are reported. The first concerns firm-level investment. The second concerns aggregate investment as measured, for example, by economic growth. There is good evidence to support the first, firm-level, impact of BER, but the broader, aggregate effects are difficult to isolate and attribute.

There were 14 studies identified dealing with the effect of BER on firm investment. Firms generally do better in a better BE, although this effect has been found to vary according to firm size, with smaller firms benefiting more substantially than larger ones. Most of the reforms reviewed deal with the effect of improving governance and regulatory quality, and were associated with business entry (i.e., registration, licensing, permits), taxation and labour. However, the impact of these reforms on firm-level investment would be enhanced if access to finance were improved.

Five studies drew from cross-country, macro-level analysis that correlates an improved BE with firm-level investment:

- Aysan, et.al., (2006 P↑) reports from the Middle East, North Africa region to show that governance plays a significant role in private investment decisions: economic reforms stimulate private investment decisions.¹¹
- Sentance (2013 P↑) examined 161 economies and found poor business tax systems (i.e., complex systems with a high burden of tax payments) slow or drag on economic growth.¹² Smaller firms were found to be more vulnerable to burdensome tax conditions than larger firms. High levels of complexity and cost in the tax system

¹¹ By reforming substantially their governance institutions (i.e., by increasing by one standard deviation all components of governance during the 1980s and the 1990s), MENA countries could have boosted private investment by 3.4 to 3.5 per cent of GDP. This includes 'Quality of Administration' indicators: a low level of corruption, a good quality of bureaucracy, a reliable judiciary, a strong security of property rights, a reasonable risk to operations, as well as a sound taxation and regulation regime contribute significantly to firms' decision to invest. However, governance deficiencies are not the only issues that MENA could address to encourage private investment in the region.

¹² Sentance says this "is associated with a drag on economic growth of around one percentage point per annum".

were found to be negatively associated with investment. Thus, reforms that improve tax administration lead to more firms choosing to comply with tax laws and increased firm-level investment.

- Van Parys and James (2010 S→) compare tax rates and business environments across 80 countries and find that a better BE is more important for investment than a lower tax rate. This is supported by a national firm-level survey in Bolivia by McKenzie, et.al., (2007 S→) who found that tax registration leads to significantly higher levels of firm investment and profits.¹³
- Eifert, et.al., (2005 S↑) examined the high costs associated with manufacturing in Africa and found that a better BE has a more positive effect on firm-level investments and returns.
- Still in Africa, Munemo (2012 P→) examined 51 countries across the continent and found a similar result: increased firm investment resulted from improving specific regulations affecting contract enforcement, tax payments, firm entry, and labour markets.

Five studies drew from firm-level World Bank Enterprise Survey (WBES) data to find a strong link between an improved BE and firm performance:

- Aterido, et.al., (2007 S→) analysed data from 107 countries to find that firms invest more and do better as a result of BER, although there are significant variations based on firm size.¹⁴ Poor access to finance, corruption, poorly developed business regulations and infrastructure bottlenecks were found to present specific BE barriers to enterprise growth, as did the problem of limited access to finance for micro and small firms.¹⁵
- Batra, et.al., (2003 S↑) found a clear connection between taxation, financing, and corruption on one hand, and growth and investment on the other. The evidence they present suggests that weak conditions associated with macroeconomic instability, regulatory and tax constraints, and weak governance all affect the size of the informal economy. In a later study, Batra and Stone (2004 S↑) examine 28 countries and found that the key attributes of the BE such as corruption, financing, tax administration, regulations and policy uncertainty all matter in explaining firm performance as measured by increases in sales, employment and investment. Further, excessive labour regulation is negatively associated with both employment and investment growth.

¹³ They also found evidence that tax registration increases profits for mid-sized firms, but lowers profits for both smaller and larger firms. Moreover, in contrast to the standard view that formality increases profits for all, they show that owners of large firms who have managed to stay informal are of higher entrepreneurial ability than formal firm owners, in contrast to the standard view (correct among smaller firms) that informal firm owners are low ability.

¹⁴ Micro and small enterprises were found to have less access to formal finance, pay more in bribes, and face greater interruptions in infrastructure services than do larger firms. Larger firms spend significantly more time dealing with officials and red tape.

¹⁵ It shows that the impact on employment growth of an extra unit of external finance is highest for these firms and compares the effects of different forms of financing on employment growth, finding that access to working capital has the highest effects of all. Firms may be more likely to take on additional workers if they are able to pay wages on a regular basis even in the face of uncertain cash flows.

- Klapper, et.al., (2009 P↑) show that those countries with the highest business entry rates provide entrepreneurs with a stable political climate, good governance, modernized business registries, reduced red tape, and simplified business legal forms. Thus, these conditions lead to higher levels of firm-level investment as measured by the increase in the number of new businesses starting up and registering.
- Dollar, et.al., (2005 S↑) used WBES data to compare 23 cities in China and found a positive link between firm performance and the IC. They find that while government regulatory burden does not appear to be an important bottleneck, corruption in the finance sector appears to hinder firm performance to a greater extent.

Two studies undertook specific firm-level surveys on this topic. Boly (2015 S↑) surveyed 2,500 firms in Vietnam and found that reforms that encouraged informal firms to formalise led to an increase in firm-level investment, as shown by levels of profits, value added and revenue. In-firm investments included improved equipment, a larger customer base, advertising, and business association membership. Using data from interviews with foreign investors in South Africa, Christianson (2003 P→) found that overly rigid labour regulations negatively impact upon the investment decisions made by high-growth, export-oriented enterprises and contribute to capital intensive 'jobless growth'.

While the impact of BER on firm investment has been relatively well documented, measuring this impact at a higher, aggregate level has proved more difficult. No substantial evidence that demonstrates a connection between firm-level increases in investment and a broader, economy impact was found. While such a link has logic, it appears difficult to isolate and test. There appear to be two reasons for this. First, many studies considering reform and economic growth deal with broad, macro-economic reforms that go beyond the scope of BER. These studies consider the effect of liberalising and opening up markets to global trade and investment. While this is useful to a point, a great degree of precision is required to clearly understand the relationship between BER and aggregate investment. Second, it has proved difficult for many researchers to conduct a robust methodology that measures specific reform impacts. The recent IEG (2014 P→) evaluation of World Bank Group investment climate reform programmes is a case in point. This extensive evaluation of 819 projects spread across 119 countries was not able to find evidence of impacts such as economic growth due to "the complexity and multiplicity of determinants" involved in this process (p. 27).

STRENGTH OF THE EVIDENCE

Fourteen studies, eight High Quality and six Medium Quality, were found to contain evidence that links BER with increasing investment. This evidence, which includes cross-country macro-level and national firm-level analysis, is convincing when firm-level effects are assessed. However, evidence of the broad, aggregate impact of these firm-level changes on the broader economy has been difficult to find. While the logic of this relationship is not contested, economic growth is determined by many factors, making it difficult to quantitatively attribute growth to BER alone.

Thus, the strength of the evidence linking BER and firm-level investment is Medium (i.e., Small size of evidence, but of a High and Medium quality, spread across a number of countries and regions). However, there was no evidence that clearly linked economic growth, or aggregate firm-level investments, with BER.

Table 6: Studies containing evidence on the links between BER and investment

High Quality [↑]	Medium Quality [→]
Aysan, <i>et.al.</i> , 2006	Aterido, <i>et.al.</i> , 2007
Batra, <i>et.al.</i> , 2003	Christianson 2004
Batra & Stone 2004	IFC 2013
Boly 2015a	McKenzie, <i>et.al.</i> , 2007
Dollar, <i>et.al.</i> , 2005	Munemo 2012
Eifert, <i>et.al.</i> , 2005	Van Parys and James 2010
Klapper, <i>et.al.</i> , 2009	
Sentance 2013	

4.2 BER AND INVESTMENT FACILITATION AND PROMOTION SERVICES

As indicated earlier, there were no studies found that specifically examined the effectiveness of linking BER and investment facilitation and promotion. This represents a major gap in the knowledge concerning the cumulative and comparative effect of BER and investment promotion and facilitation on the levels of domestic and foreign investment. However, there has been evidence found that considers aspects of this relationship. All studies are observational and comparative, focusing either on investor decisions or broader FDI flows.

BER has been found to be critical when attracting and mobilising private investment flows. All studies confirm this. However, there is some conflicting evidence on the comparative importance of investment facilitation and promotion services. Investment promotion was found to play an important role, especially in developing countries where these services attempt to compensate in some way for a poor BE. However, this role does not remove the need for, or diminish the importance of, a sound BE for increasing private investment.

While some of these services target domestic investment, such as a one-stop-shop designed to make it easier for investors to navigate the bureaucratic procedures required to establish a firm, most facilitation and promotion services target foreign or inward investment. This is borne out by the evidence collated for this assessment, which typically compares BER and FDI.¹⁶

This REA has found evidence from non-experimental, cross-country analysis, presented below, which shows how investment promotion performed specific functions with respect to the BE. It was often found to compensate for a poor BER by presenting investment

¹⁶ However, it is acknowledged that these results are also a reflection of the search strategy we employed, as outlined in Chapter 2. This search strategy specifically included searches that combine BER and FDI, among other search phrases.

opportunities, introducing new potential investors and addressing information asymmetries. However, these efforts were generally found to be insufficient to address the very practical concerns investors may have.

- Outreville (2007 S→) examined FDI in the health sector in 41 developing economies and found that many governments were engaged in marketing their country through IPAs, yet “comparatively less attention was given to improvement of the national business environment and the general operating measures that affect business within countries”. As a result, “investors persuaded by IPAs to invest in new locations are often confronted with unanticipated administrative obstacles”. Outreville claims these efforts alone are often counterproductive when a country offers a poor IC: “When investors get disappointed on their first contact, not only are they likely never to return, but they may also discourage many other potential investors”.
- Rajan (2004 S→), using data from 32 countries, found that too many developing countries make public new policy pronouncements regarding ambitious investment and overall growth enhancing policies that fail to be implemented. Done often enough this erodes the credibility of the authorities, making it that much harder to attract FDI.
- Harding and Javorcik (2007 P↑) present more positive findings on the role of investment promotion services. They found that investment promotion led to higher FDI flows to countries in which red tape and information asymmetries were severe. Their data suggest that investment promotion works in developing countries, but not in industrialised economies.
- Torfinn and Javorcik (2011 P↑) found that investment promotion decreases information asymmetries, lessens the burden of bureaucratic procedures and leads to higher FDI flows to developing countries. However, “no such link is found for industrialised economies”. Thus, investment promotion can be a potent tool for emerging markets wishing to attract FDI inflows. They describe investment promotion as an “inexpensive and effective option available to emerging country governments wishing to stimulate economic development”.
- Hornberger, et.al., (2011 S→) found that market size and market growth potential are the main factors motivating FDI decisions. However, in a poor IC, “foreign investors and host economies may not be able to benefit fully from business opportunities created by market size and growth potential”.
- Siddharthan (2004 S→) argues that China has performed better than India with regard to FDI flows due mainly to the speedy disposal of cases and a better bureaucratic delivery system. In order to attract more foreign and domestic investment. Siddharthan says India “needs to introduce vital institutional reforms to drastically reduce delays, remove corruption and make the institutions more accountable and transparent”.

There is some evidence that one-stop-shops can provide a useful facilitation mechanism for helping investors navigate the bureaucracy. Klapper, *et.al.*, (2009 P↑) report on how Georgia created one-stop registration centres. The impact of these centres, combined with BER led

to an increase in business activity.¹⁷ Munemo (2012 P→) also proposes the establishment of one-stop shops that make it possible to complete business start-up procedures at a single location.

The evidence assessed in this REA suggests that beyond general marketing and information provision, investment promotion often includes tax incentives that are packaged to entice new investors. However, attractive tax offers are no substitute for a conducive BE.

- Bussea and Groizard (2006 S→) found that government attempts to attract FDI by offering special tax breaks were not likely to yield the expected beneficial effects if the regulatory quality is rather low. In addition to increasing educational attainment levels and boosting the regulatory quality and liquidity of financial markets, “host countries have to reform their fundamental framework for regulations to enhance chances that FDI inflows can contribute to higher growth rates”.
- Wells and Allen (2001 P↑) analysed tax incentives available for FDI in Indonesia and found little evidence that when Indonesia eliminated tax incentives, there was any decline in the rate of FDI into the country.¹⁸ Not only did the availability or non-availability of tax incentives fail significantly to affect the aggregate investment coming to Indonesia, but also it appears that the ending of incentives did not cause investors to shift their investments to countries where governments continued to offer incentives.
- The IFC (2013 S→) analysed investment climate constraints on job creation and found that tax rates affect FDI flows: on average, a one-percentage point increase in the tax rate reduces FDI by 3.3 per cent.
- Sentance (2013 P↑) found that while foreign investors are more sensitive to the overall tax rate than the administrative tax burden, this varies by firm size. Smaller firms are less involved in international investment and more vulnerable to a complex and time-consuming tax system, which makes them less likely to invest in unfavourable tax environments. In contrast, large firms and multinationals have the management systems to cope with complex tax systems and are less affected by unfavourable conditions. However, these firms still tend to shift their investment flows to locations where the overall tax burden is less.

STRENGTH OF THE EVIDENCE

There was no evidence that specifically examined the effectiveness of linking BER and investment facilitation and promotion. However, there were 11 studies found that examined the links between BER and investment facilitation and promotion services; six of these were considered to be of High Quality, while five were Medium Quality. These were observational and comparative studies, focusing either on investor decisions or broader FDI flows. Thus, while an enabling BE is generally considered by investors to be more important than the

¹⁷ The reforms in Georgia included the gradual elimination of the minimum capital required to start a new business, as well as a reduction in the number of registration procedures from nine to five and a reduction in the number of days required to register a business from 25 days to 11.

¹⁸ This was true even though other governments in the same region continued to offer incentives.

investment promotion and facilitation services provided by developing-country governments, these services can be useful in addressing information asymmetries and in helping investors navigate the bureaucracy of the legal and regulatory framework.

Table 7: Studies containing evidence on BER and investment facilitation and promotion services

High Quality [↑]	Medium Quality [→]
Harding & Javorcik 2007	Bussea & Groizard 2006
Javorcik 2008	Hornberger, <i>et.al.</i> , 2011
Klapper, <i>et.al.</i> , 2009	IFC 2013
Sentance 2013	Outreville 2007
Torfinn & Javorcik 2011	Rajan 2004
Wells and Allen 2001	

5.0 CONCLUSION

5.1 THE STATE OF PLAY

While BER and investment promotion and facilitation are clearly undertaken by developing-country governments to increase private investment, there was no evidence found on the effectiveness of linking these activities. However, there is evidence on the relationship between BER and investment. Similarly, there is evidence on the role that investment promotion and facilitation performs and the comparative importance of these services and BER.

BER AND INVESTMENT

The evidence collated for this assessment provides a generally consistent picture of how BER affects investment. There is broad agreement that BER addresses some, although not all, of the constraints to enterprise growth. BER has been found to contribute to firm-level investments, as measured by increases in profit, value added and revenue. However, some studies claim that these results are influenced by the size of the firm with smaller firms benefiting more substantially than larger ones.

Specific aspects of BER that affect firm behaviour include changes to the legal and regulatory framework affecting business entry (i.e., registration, licenses), contract enforcement, labour markets, the judiciary, and the overall quality of the regulatory framework. A number of studies also highlighted the role of tax reform, finding that improving the administration of taxation is a critical aspect of BER.

It was difficult to find a substantial body of evidence that demonstrated the connection between firm-level change and broader economic impacts. While increasing firm-level investments are expected to contribute to broader economic growth, there are many other factors at play here, making it difficult to claim a direct and consistent effect. This is clearly a gap in the literature.

BER AND INVESTMENT FACILITATION AND PROMOTION SERVICES

There were no studies found that specifically examined the effectiveness of linking BER and investment facilitation and promotion. While it was found that BER is critical to attracting and mobilising private investment flows, indeed all studies appear to confirm this, it is unclear to what extent investment promotion and facilitation can compensate for or overcome BE barriers. This represents a major gap in the knowledge concerning the cumulative and comparative effect of BER and investment promotion and facilitation on the levels of domestic and foreign investment.

There is relatively consistent evidence that shows how the state of the BE is often considered by investors to be more important than IPAs or investment incentives, such as tax incentives. In fact there is evidence that, in most cases, tax incentives do not work. Thus, while IPAs and investment promotion programmes and instruments are used to market a

country—and this marketing may initially attract an investor to consider the country and its investment opportunities—the state of the BE is more important. However, there are other factors at play here too, such as the size of the market and the state of essential infrastructure.

IPAs have been found to support inward investment in two major ways. The first is by addressing information asymmetries. They help potential investors to better understand the country's markets and institutional arrangements. The second is by providing facilitation services that help investors navigate the bureaucracy and comply with the legal and regulatory framework. Perhaps unsurprisingly, these services were found to be more beneficial to investors in developing economies as they help them to understand and find their way through a difficult BE.

There is some evidence that one-stop-shops can provide a useful facilitation mechanism for helping investors navigate the BE bureaucracy. These services can be used to stimulate reform efforts. They allow government to become more aware of the problems investors face in the BE and open up opportunities for dialogue and the identification of reform options. Thus, on their own, one-stop-shops appear to be an insufficient response to the needs of investors, but combined with a broader BER strategy, they can provide a useful service to investors and an interface with government.

5.2 POTENTIAL SUCCESS FACTORS AND DEAD ENDS

The evidence suggests that the following factors are likely to lead to a more successful BER in terms of increased investment:

- Improve business entry and tax administration — these are important first-order reforms that directly affect the business sector;
- Support reforms that focus on the needs of poor, informal business — the formalisation of informal firms is critical to growth in investment levels, however, there are other areas of support that this target group requires (e.g., access to finance and business services);
- Improve access to markets — markets remain the number one factor guiding investment decisions;
- Develop an integrated framework for investment-oriented reforms — BER affects a wide range of stakeholders in positive and negative ways, and it is important to understand the political economy of these processes and to integrate these into reform design; and
- Investment promotion and facilitation — while a poor BE is the reality on the ground in many developing economies, investment promotion and facilitation services are needed to help bridge the gap between the future need for reform and the current needs of investors.

Similarly, the evidence suggests that the following interventions are not likely to increase investment levels:

- Marketing efforts that are disconnected to investment conditions: a poor BE undermines investment promotion efforts and while IPAs can provide support and

facilitation services to help guide investors through the legal and regulatory challenges they may face, in the long-term investors will be disinclined to continue;

- Applying a one-size fits all approach — the impact of reform varies based on a number of factors, including the size of the firm, whether it is formal or informal, its location (i.e., urban compared with rural locations), education levels, and access to finance;
- Failing to deal with corruption: reforms that do not address the scourge of corruption will be insufficient to producing higher levels of private foreign investment.

5.3 FURTHER RESEARCH

There are a few areas where it is clear that BER would benefit from further research related to the effect of BER on investment. Clearly, the research question pursued in this REA remains unanswered and there would be value in research that specifically seeks to determine the effectiveness of linking BER and investment facilitation and promotion.

In addition, consideration should be given to the following research:

- Context and country specific studies: success in increasing private investment levels cannot be based on a single blueprint and there are specific contexts and conditions that affect the prospects of success. These need to be clearly identified through further research.
- Continuing the drive for outcome measurement: over the last decade, there has been a strong drive for more evidence on how BER affects firms and achieves specific outcomes, such as increased investment, employment and productivity. There is more evidence on how firms respond to reforms in terms of their decision to register, license and pay tax. However, the broader outcomes of these efforts are still not being adequately captured.

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APPENDIX A

STUDY SEARCHES

The search in each site involved a series of common search phrases that were designed to locate studies that would address all or part of the research question:

- “Business environment reform” AND “business investment”
- “Business environment reform” AND investment
- “Investment climate reform” AND “business investment”
- “Investment climate reform” AND investment
- “Business environment reform” AND “investment promotion”
- “Business environment reform” AND “investment facilitation”
- “Investment climate reform” AND “investment promotion”
- “Investment climate reform” AND “investment facilitation”

Table 1: DFID Priority Countries

Afghanistan	Malawi	South Africa
Bangladesh	Mozambique	South Sudan
Burma	Nepal	Sudan
DR Congo	Nigeria	Tajikistan
Ethiopia	Occupied Palestinian Territories	Tanzania
Ghana	Pakistan	Uganda
India	Rwanda	Yemen
Kenya	Sierra Leone	Zambia
Kyrgyz Republic	Somalia	Zimbabwe
Liberia		

Vietnam was included in this list of priority countries in the analysis as it had until 2011 been a DFID focus country and had received considerable assistance and support.

APPENDIX 2: QUALITY ASSESSMENTS

Table 1: High and Medium Quality studies reviewed based on geographical coverage

DFID Priority Countries
<i>High Quality Primary Studies</i> [↑] Bhanumurthy & Mitra 2004, Jin & Deininger 2009
<i>High Quality Secondary Studies</i> [↑] Besley & Burgess 2004
<i>Medium Quality Primary Studies</i> [→] Christianson 2004
<i>Medium Quality Secondary Studies</i> [→] Chen, <i>et.al.</i> , 2003, Hampwaye & Jeppesen 2014, Siddharthan 2004
Low- and Medium Income Countries
<i>High Quality Primary Studies</i> [↑] Aysan, <i>et.al.</i> , 2005, Klapper, <i>et.al.</i> , 2009, Warner 2012
<i>High Quality Secondary Studies</i> [↑] Boly 2015a, Besley & Cord 2007, Dollar, <i>et.al.</i> , 2004, Fajnzylber <i>et.al.</i> , 2011, Hallward-Driemeier, <i>et.al.</i> , 2006
<i>Medium Quality Primary Studies</i> [→] Harding & Javorcik 2001, Munemo 2012
<i>Medium Quality Secondary Studies</i> Boly 2015b, Bruhn 2008, Dethier, <i>et.al.</i> , 2008, Dollar, <i>et.al.</i> , 2005, Matkowski 2004, McCulloch 2009, McKenzie <i>et.al.</i> , 2010, Outreville 2007, Rajan 2004
Other Countries
<i>High Quality Primary Studies</i> [↑] Javorcik 2008, Sentence 2013
<i>High Quality Secondary Studies</i> [↑] Batra & Stone 2004, Efert 2009, Mbabazi <i>et.al.</i> , 2001, IEG 2014, Xu 2010
<i>Medium Quality Primary Studies</i> [→] None
<i>Medium Quality Secondary Studies</i> [→] Aterido, <i>et.al.</i> , 2007, Batra, <i>et.al.</i> , 2003, Bussea & Groizard 2006, Djankov, <i>et.al.</i> , 2002, Lynch 2004, Hornberger, <i>et.al.</i> , 2011, Van Parys & James 2010

Table 2: Context – the geographic focus of studies (High and Medium Quality)

DFID Priority Countries		Low-Income and Middle-Income Countries	
Afghanistan	None	China	Siddharthan 2004, Xu 2010
Bangladesh	Besley & Cord 2007	Bolivia	Besley & Cord 2007,
Burma	None	Brazil	Besley & Cord 2007, Fajnzylber & Montes-Rojas 2011
DR Congo	None	B. Faso	Besley & Cord 2007
Ethiopia	None	El Salvador	Besley & Cord 2007
Ghana	Besley & Cord 2007	Georgia	Klapper, <i>et.al.</i> , 2009
Kenya	None	Indonesia	Besley & Cord 2007, Cord 2005, Mc Culloch 2009, Wells & Allen 2001
Kyrgyz	None	MENA	Aysan 2006
Malawi	None	Africa	Munemo (2012)
Nepal	None	Romania	Besley & Cord 2007
Nigeria	None	Senegal	Besley & Cord 2007
India	Besley & Cord 2007, Besley & Burgess 2004, Chen, <i>et.al.</i> , 2003, Topalova 2010	Tunisia	Besley & Cord 2007
Liberia	None	Vietnam	Besley & Cord 2007, Boly 2015a,b, Dollar 2002, Minot & Goletti 2000
Mozambique	None	Other countries	
Palestine	None	Post Soviet	Matkowski 2004
Pakistan	Sur <i>et.al.</i> , 2014	General (broad data sets)	
Rwanda	None	Aysan et al 2006, Dethier <i>et. al.</i> 2008, Eifert 2009, IEG 2014, IFC 2013, Javorcik 2008, Klapper, <i>et.al.</i> , 2009, Lynch 2004, Mbabazi <i>et. al.</i> 2001, Outreville 2007, Rajan 2004, Sentence 2013, World Bank 2004	
Sierra Leone	None		
Somalia	None		
South Africa	Christianson (2003)		
South Sudan	None		
Sudan	None		
Tajikistan	None		
Tanzania	Jin & Deininger 2009		
Uganda	Besley & Cord 2007, Cord 2005, Smith, <i>et.al.</i> , 2007		
Yemen	None		
Zambia	Besley & Cord 2007, Hampwaye & Jeppesen 2014		
Zimbabwe	None		

APPENDIX 3: SEARCH RESULTS

Date of Search:	6 March 2015
Search Database:	Donor Committee for Enterprise Development: www.businessenvironment.org
Reference No.	DCED01
Search Phrase:	No filter – all 116 entries
Inclusive Date Range:	2000 to date
Results:	15 – all in English
Date of Search:	6 March 2015
Search Database:	Brooks World Poverty Institute @ University of Manchester
Reference No.	BWPI
Search Phrase:	No filter – all 213 entries
Inclusive Date Range:	2007 to date
Results:	3 – in English
Date of Search:	6 March 2015
Search Database:	OECD
Reference No.	OECD1
Search Phrase:	Regulatory Reform (135 entries)
Inclusive Date Range:	2000 to date
Results:	2 – in English
Date of Search:	6 March 2015
Search Database:	Townsend Centre for International Poverty at University of Bristol
Reference No.	TCIP
Search Phrase:	No filter – 40 entries
Inclusive Date Range:	2008 to date
Results:	0 – no relevance at all
Date of Search:	6 March 2015
Search Database:	EBRD
Reference No.	EBRD1
Search Phrase:	Working Papers
Inclusive Date Range:	2000 to date
Results:	0 –no relevance at all
Date of Search:	8 March 2015
Search Database:	International Alert
Reference No.	IA1
Search Phrase:	Africa
Inclusive Date Range:	2006- date
Results:	0
Date of Search:	11 March 2015
Search Database:	Google
Reference No.	G01-1
Search Phrase:	IC Reform & Poverty
Inclusive Date Range:	2000-date
Results:	60 potentially relevant entries 8 selected– all in English

Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	11 March 2015 Google G01-2 BE Reform & Poverty (160 potentially relevant) 2000- date 5 selected – all in English
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 Google Scholar GS01-1 Investment Climate Reform & Poverty 2000-date 7
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 Google Scholar GS01-2 Poverty & Business Enabling Environment Reform (160 entries) 2000-date 4
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 Google Scholar GS01-3 Simplified business registration & licensing & poverty (116 entries) 2000- date 1
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 Google Scholar GS01-4 Improved tax administration/improved labour laws administration/improved regulation/improved land administration and poverty 2000-date 0
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 DFID Research for Development (R4D) DFID Business Regulation 2000 – date 1
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 International Initiative for Impact Evaluation 3ie-01 Working papers/Systematic reviews/Impact Evaluation Reports 2009-date 0
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 Microsoft Academic Search MAS1-01 Business Enabling Environment & Poverty and Business Environment Reform & Poverty 2000-date 4 – all in English

Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	20 March 2015 Microsoft Academic Search MAS1-02 Simplified Business Registration & licensing/Improved tax administration/improved labour laws administration/improved regulation/improved land administration and poverty 2000-date 0
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	20 March 2015 Microsoft Academic Search MAS1-03 IC reform & poverty 2000-date 9 all in English
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 Scopus SS1 “business environment” AND poverty 2000 to Present 28 All in English
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 Scopus SS2 “business enabling environment” AND poverty 2000 to Present 1 – in English
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 Scopus N/A “business enabling environment” AND reform AND poverty 2000 to Present None
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 Scopus SS3 “investment climate” AND poverty 2000 to Present 22 – all in English
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 Scopus SS4 “investment climate” AND reform AND poverty 2000 to Present 4 – all in English

Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 Scopus N/A “business registration” AND poverty 2000 to Present None
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 Scopus N/A “business licensing” AND poverty 2000 to Present None
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 Scopus N/A “tax administration” AND poverty 2000 to Present 3 – all in English All excluded as irrelevant: two were taxation text books, one was a study on personal income tax avoidance in Nigeria. NB: Searching “taxation administration” AND poverty produced no results.
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 Scopus N/A “labour administration” AND poverty 2000 to Present 3 — all in English. All excluded as irrelevant: all dealt with labour reform in the UK.
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	19 March 2015 Scopus N/A “regulation reform” AND poverty 2000 to Present None
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	20 March 2015 Scopus SS5 “land administration” AND poverty 2000 to Present 23 — all in English. Studies excluded: dealing with developed economies, text books, conceptual or normative reports Total after exclusion: 5

Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	20 March 2015 Scopus N/A “commercial justice” AND poverty 2000 to Present None
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	20 March 2015 Scopus SS6 “alternative dispute resolution” AND poverty 2000 to Present 3 — all in English One was excluded as irrelevant because it dealt with non-economic issues in Canada. Total after exclusion: 2
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	20 March 2015 Scopus SS7 “public private dialogue” AND poverty 2000 to Present 2 — all in English One was excluded as irrelevant because it simply referred to dialogue in its abstract and was not dealing with PPD. Total after exclusion: 1
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Other inclusions: Results:	23 March 2015 JSTOR JSTOR1 “business enabling environment” AND poverty 2000/01/01 to 2015/03/23 English, articles, books 2
Date of Search: Reference No. Search Phrase: Inclusive Date Range: Other inclusions: Results: Date of Search:	23 March 2015 N/A “business enabling environment” AND reform AND poverty 2000/01/01 to 2015/03/23 English, articles, books Same results as JT1. 23 March 2015

<p>Search Database: Reference No. Search Phrase: Inclusive Date Range: Other inclusions: Results:</p>	<p>JSTOR JSTOR2 “business environment” AND poverty 2000/01/01 to 2015/03/23 English, articles, books 479 – a direct review of these results excluded non-evidence based interviews, commentary, concept articles, and studies from irrelevant disciplines (e.g., religious studies, IT management). Final Result: 9 Note: JSTORE search produce very broad results, but when combing through these, the relevance to the Search Phrase is typically poor. Many results did not combine “business environment” with “poverty”.</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Other inclusions: Results:</p>	<p>23 March 2015 JSTOR N/A “business environment” AND reform AND poverty 2000/01/01 to 2015/03/23 English, articles, books 283 – a direct review of these results excluded non-evidence based interviews, commentary, concept articles, and studies from irrelevant disciplines (e.g., religious studies, IT management). After going through these results, there were no additional studies found to the earlier JSTOR search.</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:</p>	<p>24 March 2015 JSTOR N/A “business licensing” AND poverty 2000 to Present 12 – a direct review of these results excluded non-evidence based interviews, commentary, concept articles, and studies from irrelevant disciplines (e.g., religious studies, IT management). After going through these results, there were no additional studies found to the earlier JSTOR search.</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:</p>	<p>24 March 2015 JSTOR JSTOR4 “tax administration” AND poverty 2000 to Present 82 – a direct review of these results excluded non-evidence based interviews, commentary, concept articles, and studies from irrelevant disciplines (e.g., religious studies, IT management). Final Result: 9 Note: JSTORE search produce very broad results, but when combing through these, the relevance to the Search Phrase is typically poor.</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:</p>	<p>24 March 2015 JSTOR N/A “labour administration” AND poverty 2000 to Present 11 – but none relevant to the REA</p>

Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	24 March 2015 JSTOR N/A “regulation reform” AND poverty 2000 to Present 11 – but none relevant to the REA
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	24 March 2015 JSTOR SS5 “land administration” AND poverty 2000 to Present 37 – a direct review of these results excluded non-evidence based interviews, commentary, concept articles, and studies from irrelevant disciplines. Final Result: 2 Note: JSTORE search produce very broad results, but when combing through these, the relevance to the Search Phrase is typically poor.
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	24 March 2015 JSTOR N/A “commercial justice” AND poverty 2000 to Present None
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	24 March 2015 World Bank IFC WB-01 Poverty Reduction & Investment Climate 2000 – date 644 entries – 13 relevant
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	24 March 2015 JSTOR N/A “alternative dispute resolution” AND poverty 2000 to Present 44 results, but none of these matched the requirements of the REA.
Date of Search: Search Database: Reference No. Search Phrase: Inclusive Date Range: Results:	24 March 2015 JSTOR N/A “public private dialogue” AND poverty 2000 to Present None
Date of Search: Search Database: Reference No. Search Phrase: Results:	24 March 2015 International Initiative for Impact Evaluation: http://www.3ieimpact.org/en/ N/A “business environment reform” No results found

Date of Search: Search Database: Reference No. Search Phrase: Results:	24 March 2015 International Initiative for Impact Evaluation: http://www.3ieimpact.org/en/ N/A “business environment” AND “poverty” One, but not relevant
Date of Search: Search Database: Reference No. Search Phrase: Results:	24 March 2015 International Initiative for Impact Evaluation: http://www.3ieimpact.org/en/ N/A “business environment” 37, but none are relevant to the REA – one study found relevant to RQ1 on business licensing in Peru. Details below table.
Date of Search: Search Database: Reference No. Search Phrase: Results:	24 March 2015 International Initiative for Impact Evaluation: http://www.3ieimpact.org/en/ N/A “investment climate” AND “poverty” No results found
Date of Search: Search Database: Reference No. Search Phrase: Results:	24 March 2015 International Initiative for Impact Evaluation: http://www.3ieimpact.org/en/ N/A “investment climate” Two results, but none relevant to the REA
Date of Search: Search Database: Reference No. Search Phrase: Results:	24 March 2015 International Initiative for Impact Evaluation: http://www.3ieimpact.org/en/ N/A “investment promotion” No results found
Date of Search: Search Database: Reference No. Search Phrase: Results:	24 March 2015 International Initiative for Impact Evaluation: http://www.3ieimpact.org/en/ N/A “investment facilitation” No results found
Date of Search: Search Database: Reference No. Search Phrase: Results:	24 March 2015 International Initiative for Impact Evaluation: http://www.3ieimpact.org/en/ N/A FDI No results found
Date of Search: Search Database: Reference No. Search Phrase: Results:	24 March 2015 International Initiative for Impact Evaluation: http://www.3ieimpact.org/en/ N/A “private investment” One result, but not relevant to the REA

<p>Date of Search: Search Database: Reference No. Search Phrase: Timeframe: Results:</p>	<p>24 March 2015 Monitoring and Evaluation NEWS: http://mande.co.uk N/A “business environment reform” Pre-2008 No results found</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Timeframe: Results:</p>	<p>24 March 2015 Monitoring and Evaluation NEWS: http://mande.co.uk N/A “business environment” AND “poverty” Post-2008 One report found, but not relevant to REA</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Timeframe: Results:</p>	<p>24 March 2015 Monitoring and Evaluation NEWS: http://mande.co.uk N/A “investment climate” Pre-2008 No posts found</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Timeframe: Results:</p>	<p>24 March 2015 Monitoring and Evaluation NEWS: http://mande.co.uk N/A “investment climate” Post-2008 No posts found</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Timeframe: Results:</p>	<p>24 March 2015 Monitoring and Evaluation NEWS: http://mande.co.uk N/A “private investment” Pre-2008 Two posts, but none relevant to the REA</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Timeframe: Results:</p>	<p>24 March 2015 Monitoring and Evaluation NEWS: http://mande.co.uk N/A “private investment” Post-2008 No posts found</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Results:</p>	<p>24 March 2015 Microlinks (USAID): https://www.microlinks.org/library N/A “business environment” AND “poverty” 33 items found, many of these are talks, presentations and conceptual position papers and briefs. After a scan of all items, none were found to be relevant to the REA.</p>

<p>Date of Search: Search Database: Reference No. Search Phrase: Results:</p>	<p>24 March 2015 Microlinks (USAID): https://www.microlinks.org/library N/A “business environment reform” 20 items found, many of these are talks, presentations and conceptual position papers and briefs. After a scan of all items, none were found to be relevant to the REA.</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Results:</p>	<p>24 March 2015 Microlinks (USAID): https://www.microlinks.org/library N/A “investment climate reform” 8 items found, many of these are talks, presentations and conceptual position papers and briefs. After a scan of all items, none were found to be relevant to the REA.</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Results:</p>	<p>24 March 2015 Microlinks (USAID): https://www.microlinks.org/library N/A “investment climate” AND “poverty” 8 items found, many of these are talks, presentations and conceptual position papers and briefs. After a scan of all items, none were found to be relevant to the REA.</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Results:</p>	<p>24 March 2015 Microlinks (USAID): https://www.microlinks.org/library N/A “private investment” 0</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Results:</p>	<p>24 March 2015 Microlinks (USAID): https://www.microlinks.org/library N/A “business licensing” 4 results, but none relevant to REA</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Results:</p>	<p>24 March 2015 Microlinks (USAID): https://www.microlinks.org/library N/A “business registration” 9 results, but none relevant to REA</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Results:</p>	<p>24 March 2015 Microlinks (USAID): https://www.microlinks.org/library N/A “land administration” 1 results, but not relevant to REA</p>
<p>Date of Search: Search Database: Reference No. Search Phrase: Results:</p>	<p>24 March 2015 Microlinks (USAID): https://www.microlinks.org/library N/A “commercial justice” 1 results, but not relevant to REA</p>

Date of Search: Search Database: Reference No. Search Phrase: Results:	24 March 2015 Microlinks (USAID): https://www.microlinks.org/library N/A “alternative dispute resolution” 2 results, but none relevant to REA
Date of Search: Search Database: Reference No. Search Phrase: Results:	24 March 2015 Microlinks (USAID): https://www.microlinks.org/library N/A “public private dialogue” 10 results, but none relevant to REA

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