

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	I don't Know
13. Your Bank's counterpart has decision-making authority to promptly respond to your needs	(1)	(2)	(3)	(4)	(5)	(6)
14. Bank staff seek the participation of beneficiaries in their work	(1)	(2)	(3)	(4)	(5)	(6)
15. The time spent from project identification to loan approval is reasonable	(1)	(2)	(3)	(4)	(5)	(6)
16. The World Bank contribution to development strategies responds to the country needs	(1)	(2)	(3)	(4)	(5)	(6)
17. Bank staff understand existing local institutional constraints	(1)	(2)	(3)	(4)	(5)	(6)
18. Project supervision in country by World Bank staff is effective	(1)	(2)	(3)	(4)	(5)	(6)
19. The World Bank is more interested in the development impact of its actions than in the number of loans it makes	(1)	(2)	(3)	(4)	(5)	(6)
20. Bank staff working with your country speak with one voice	(1)	(2)	(3)	(4)	(5)	(6)
21. Bank consults and coordinates with other donors effectively	(1)	(2)	(3)	(4)	(5)	(6)
22. The amount of paperwork required by the Bank is acceptable	(1)	(2)	(3)	(4)	(5)	(6)

C . RELATIONSHIPS AND COMMUNICATION ("DIALOGUES")

We would like to ask you about the "human" side of the business, that is, your relationships and communications with the Bank and its employees.

How would you rate the World Bank and its employees with whom you deal on each of the following? Fill in ONE answer for each line across:

	Excellent	Good	So-so	Poor	Very poor	Not applicable
23. Responding to your questions and suggestions in a timely way	(1)	(2)	(3)	(4)	(5)	(6)
24. Being accessible to you	(1)	(2)	(3)	(4)	(5)	(6)
25. Specifically seeking your contribution & involvement in their development work	(1)	(2)	(3)	(4)	(5)	(6)
26. Developing solution jointly with key stakeholders (e.g., Govt staff, NGOs, church groups, beneficiaries and other partners)	(1)	(2)	(3)	(4)	(5)	(6)
27. Being trusted advisors to your country	(1)	(2)	(3)	(4)	(5)	(6)
28. Being easy to do business with	(1)	(2)	(3)	(4)	(5)	(6)

How would you rate the World Bank staff in each of the following? Fill in ONE answer for each line across:

	Excellent	Good	So-so	Poor	Very poor	Not applicable
29. Technically competent	(1)	(2)	(3)	(4)	(5)	(6)
30. Good inter-personal skills	(1)	(2)	(3)	(4)	(5)	(6)
31. Knowledgeable about your country	(1)	(2)	(3)	(4)	(5)	(6)
32. Knowledgeable about the best international practices in their sector	(1)	(2)	(3)	(4)	(5)	(6)
33. Sharing their knowledge with you	(1)	(2)	(3)	(4)	(5)	(6)
34. Adapting their knowledge to your country needs	(1)	(2)	(3)	(4)	(5)	(6)
35. Finding new solutions to problems	(1)	(2)	(3)	(4)	(5)	(6)
36. Being straightforward with you	(1)	(2)	(3)	(4)	(5)	(6)
37. Having technical skills relevant to your situation	(1)	(2)	(3)	(4)	(5)	(6)

D. NON LENDING SERVICES (Advice, Technical Assistance, etc)

Now, would you rate the World Bank on the job it has been doing in providing the following services? Fill in ONE answer for each line across:

	Excellent	Good	So-so	Poor	Very poor	Not applicable
38. Poverty assessment	(1)	(2)	(3)	(4)	(5)	(6)
39. Environmental assessment	(1)	(2)	(3)	(4)	(5)	(6)
40. Beneficiary assessment	(1)	(2)	(3)	(4)	(5)	(6)
41. Private sector assessment	(1)	(2)	(3)	(4)	(5)	(6)
42. Economic studies	(1)	(2)	(3)	(4)	(5)	(6)
43. Sector studies	(1)	(2)	(3)	(4)	(5)	(6)
44. Advising on development strategies	(1)	(2)	(3)	(4)	(5)	(6)

E. LENDING SERVICES

Overall, what is the impact of World Bank lending in your country? Fill in ONE answer for each question across:

	Excellent	Good	So-so	Poor	Very poor	Not applicable
45. Overall economic growth	(1)	(2)	(3)	(4)	(5)	(6)
46. Laying the foundation for growth	(1)	(2)	(3)	(4)	(5)	(6)
47. Improving the life of the poor	(1)	(2)	(3)	(4)	(5)	(6)
48. Strengthening of the private sector	(1)	(2)	(3)	(4)	(5)	(6)
49. Strengthening of public services	(1)	(2)	(3)	(4)	(5)	(6)
50. Safeguarding the environment	(1)	(2)	(3)	(4)	(5)	(6)

F. WRAP UP

We close the survey with a few general questions.

51. In summary, how satisfied are you with the World Bank? (its products, services, the way it deals with you, etc...) Fill in ONE answer:

- (1) Very Satisfied
- (2) Satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied
- (6) No opinion

52. Over the last two years, have you noticed any change in the effectiveness of the World Bank? Fill in ONE answer:

- (1) The World Bank is much more effective now
- (2) More effective now
- (3) About the same
- (4) Less effective now
- (5) Much less effective now
- (6) Did not deal with the World Bank 2 years ago

53. Over the last two years, have you noticed any changes in the client-focus of the World Bank? Fill in ONE answer:

- (1) The World Bank is much more client-focused now
- (2) More client-focused now
- (3) About the same
- (4) Less client-focused now
- (5) Much less client focused now
- (6) Did not deal with the World Bank 2 years ago

54. Over the last two years, have you noticed any changes in the quality of the Bank's products and services? Fill in ONE answer:

- (1) The World Bank offers better quality services now
- (2) More quality now
- (3) About the same
- (4) Less quality now
- (5) Much less quality now
- (6) Did not deal with the World Bank 2 years ago

55. There are many ways to describe the relationship between the Bank and its clients. Listed below are a number of such descriptions. Please indicate which one best describes the kind of relationship you have with the World Bank today. Fill in ONE answer:

- ☐ Partnership relationship The World Bank and its employees work with us as a true "partner," solicit our ideas and strategize with us, identify with our goals, are proactive with us as a matter of course, use our feedback to improve, provide us with a real competitive advantage, frequently exceed our expectations, have very frequent contact at all levels in our country
- ☐ Knowledgeable and value-added relationship The Bank staff understands our country, knows our current and future needs and requirements, tries to be proactive, is interested in solving our problems with tailored products/services, meets and sometimes exceeds our expectations and service levels
- ☐ Responsive relationship The World Bank does what we ask and generally meets our deadlines, asks what we like and don't like, is good at being responsive to our needs, is a consistent and good provider of funds and advice
- ☐ Reactive relationship Generally, the Bank does not ask our opinion or solicit feedback and gives us standard products and services which do not necessarily address our needs
- ☐ Minimal relationship The Bank does not seek to understand our needs and generally does not seek to build relationships

56. If you have any comments that you would like to offer to help us improve our services, please use the lines below

THANK YOU FOR YOUR COOPERATION AND CANDOR.