

	Strongly Agree	Agree	Neuther 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Bank staff seek the participation of beneficiaries in their work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. The time spent from project identification to loan approval is reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. The World Bank contribution to development strategies responds to the country needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Bank staff understand existing local institutional constraints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Project supervision in country by World Bank staff is effective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. The World Bank is more interested in the development impact of its actions than in the number of loans it makes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Bank staff working with your country speak with one voice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Bank consults and coordinates with other donors effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. The amount of paperwork required by the Bank is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>					
24. Being accessible to you	<input type="radio"/>					
25. Specifically seeking your contribution & involvement in their development work	<input type="radio"/>					
26. Developing solution jointly with key stakeholders (e.g., Govt staff, NGOs, church groups, beneficiaries and other partners)	<input type="radio"/>					
27. Being trusted advisors to your country	<input type="radio"/>					
28. Being easy to do business with	<input type="radio"/>					

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	<input type="radio"/>					
30. Good inter-personal skills	<input type="radio"/>					
31. Knowledgeable about your country	<input type="radio"/>					
32. Knowledgeable about the best international practices in their sector	<input type="radio"/>					
33. Sharing their knowledge with you	<input type="radio"/>					
34. Adapting their knowledge to your country needs	<input type="radio"/>					
35. Finding new solutions to problems	<input type="radio"/>					
36. Being straightforward with you	<input type="radio"/>					
37. Having technical skills relevant to your situation	<input type="radio"/>					

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	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
39. Environmental assessment	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
40. Beneficiary assessment	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
41. Private sector assessment	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
42. Economic studies	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
43. Sector studies	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
44. Advising on development strategies	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 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	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
46. Laying the foundation for growth	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
47. Improving the life of the poor	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
48. Strengthening of the private sector	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
49. Strengthening of public services	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
50. Safeguarding the environment	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 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

