

Appendix F: Armenia FY 2013 Questionnaire



World Bank Country Survey FY13 – Armenia

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Armenia or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Armenia, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Armenia. The World Bank commissioned an independent firm to oversee the logistics of this effort in Armenia. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle/check the response that most accurately reflects your opinion. **If you prefer not to answer a question, please leave it blank.**

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

SECTION A: GENERAL ISSUES FACING ARMENIA

A1. In general would you say that Armenia is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

SECTION A: GENERAL ISSUES

A2. When considering development priorities, which ONE development priority below is the most important in Armenia? Which ONE is the second most important priority? Which ONE is the third most important priority?		FIRST priority (Choose only ONE)	SECOND priority (Choose only ONE)	THIRD priority (Choose only ONE)
Choose only ONE for each column				
1	Rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Social protection (e.g., pensions, targeted social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., rural roads)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Monitoring and evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Governance (i.e., government effectiveness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Food security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Law and justice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Communicable/non-communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Natural resource management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES

A3. Poverty reduction is a broad term that encompasses work in many different areas.	
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Armenia? (Choose no more than THREE)	
1	Domestic private sector development
2	Foreign direct investment
3	Water and sanitation
4	Anti-corruption
5	Monitoring and evaluation
6	Public financial management (e.g., public expenditure, fiscal system reform)
7	Job creation/employment
8	Rural development
9	Education
10	Social protection (e.g., pensions, targeted social assistance)
11	Transport (e.g., rural roads)
12	Public sector reform
13	Information and communications technology
14	Gender
15	Governance (i.e., government effectiveness)
16	Urban development
17	Trade and exports
18	Economic growth
19	Law and justice
20	Regulatory framework
21	Communicable/non-communicable diseases
22	Basic infrastructure
23	Natural resource management
24	Environmental sustainability
25	Equality of opportunity (i.e., equity)
26	Health
27	Energy
28	Food security
29	Climate change
30	Agricultural development

SECTION A: GENERAL ISSUES

A4. Economic growth can be driven by a number of factors.	
Which THREE areas below do you believe would contribute most to generating economic growth in Armenia? (Choose no more than THREE)	
1	Health
2	Energy
3	Food security
4	Climate change
5	Public sector reform
6	Information and communications technology
7	Trade and exports
8	Law and justice
9	Regulatory framework
10	Communicable/non-communicable diseases
11	Basic infrastructure
12	Natural resource management
13	Public financial management (e.g., public expenditure, fiscal system reform)
14	Job creation/employment
15	Governance (i.e., government effectiveness)
16	Urban development
17	Environmental sustainability
18	Equality of opportunity (i.e., equity)
19	Rural development
20	Education
21	Social protection (e.g., pensions, targeted social assistance)
22	Transport (e.g., rural roads)
23	Agricultural development
24	Gender
25	Domestic private sector development
26	Foreign direct investment
27	Water and sanitation
28	Anti-corruption
29	Monitoring and evaluation

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in Armenia, on a ten point scale?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

B2. Overall, please rate your impression of the World Bank's effectiveness in Armenia, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Armenia solve its most complicated development challenges, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all								To a very significant degree		Don't know

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B4. When thinking about how the World Bank can have the most impact on development results in Armenia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Armenia? (Choose no more than THREE)	
1	Equality of opportunity (i.e., equity)
2	Health
3	Energy
4	Food security
5	Climate change
6	Agricultural development
7	Trade and exports
8	Economic growth
9	Law and justice
10	Regulatory framework
11	Communicable/non-communicable diseases
12	Basic infrastructure
13	Natural resource management
14	Rural development
15	Education
16	Social protection (e.g., pensions, targeted social assistance)
17	Transport (e.g., rural roads)
18	Poverty reduction
19	Public sector reform
20	Information and communications technology
21	Gender
22	Domestic private sector development
23	Foreign direct investment
24	Water and sanitation
25	Anti-corruption
26	Monitoring and evaluation
27	Public financial management (e.g., public expenditure, fiscal system reform)
28	Job creation/employment
29	Governance (i.e., government effectiveness)
30	Urban development
31	Environmental sustainability

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Armenia?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
6	Data	<input type="checkbox"/>	<input type="checkbox"/>
7	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
8	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Armenia? (Choose no more than TWO)

1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Not enough public disclosure of its work
10	World Bank processes too slow and complex
11	Not aligned with country priorities
12	Not aligned with other donors' work
13	Not collaborating enough with non-state actors
14	Not adequately sensitive to political/social realities in Armenia
15	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Armenia? (Choose no more than TWO)	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

B8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Armenia? (Choose no more than TWO)	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Other (please specify): _____

To what extent do you agree with the following statements about the World Bank's work in Armenia, on a ten point scale?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B10	Overall the World Bank currently plays a relevant role in development in Armenia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	The World Bank's work is aligned with what I consider the development priorities for Armenia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	The World Bank supports programs and strategies that are realistic for Armenia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	The World Bank treats clients and stakeholders in Armenia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent is the World Bank an effective development partner in Armenia, in terms of each of the following?												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	
B14	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B25. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Armenia, on a ten point scale?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C1	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C2	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C3	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Climate change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Law and justice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Transport (e.g., rural roads)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C27	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C28	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C29	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C30	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C31	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C32. To what extent does the World Bank's work help to achieve development results in Armenia, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree			Don't know

To what extent do you agree with the following statements about the World Bank in Armenia, on a ten point scale?												
		Strongly disagree					Strongly agree					Don't know
C33	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, etc.) meet the needs of Armenia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C34	The World Bank meets Armenia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION D: THE WORLD BANK'S KNOWLEDGE

D1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

SECTION D: THE WORLD BANK'S KNOWLEDGE

D2. When thinking about the development challenges in Armenia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

1	Climate change
2	Agricultural development
3	Trade and exports
4	Economic growth
5	Law and justice
6	Regulatory framework
7	Communicable/non-communicable diseases
8	Basic infrastructure
9	Natural resource management
10	Governance (i.e., government effectiveness)
11	Urban development
12	Environmental sustainability
13	Equality of opportunity (i.e., equity)
14	Health
15	Energy
16	Food security
17	Gender
18	Domestic private sector development
19	Foreign direct investment
20	Water and sanitation
21	Anti-corruption
22	Monitoring and evaluation
23	Public financial management (e.g., public expenditure, fiscal system reform)
24	Job creation/employment
25	Rural development
26	Education
27	Social protection (e.g., pensions, targeted social assistance)
28	Transport (e.g., rural roads)
29	Poverty reduction
30	Public sector reform
31	Information and communications technology

SECTION D: THE WORLD BANK'S KNOWLEDGE

How effective do you believe the World Bank's knowledge and research are at ... in Armenia?												
		Not effective at all								Very effective		Don't know
D3	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you believe that the World Bank's knowledge and research ... in Armenia?												
		To no degree at all								To a very significant degree		Don't know
D8	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are relevant to Armenia's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D13	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D14	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D16	Are adaptable to Armenia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?												
1		2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
Not significant at all								Very significant			Don't know	

SECTION D: THE WORLD BANK'S KNOWLEDGE

D18. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

D19. To what extent do you believe that Armenia received value for money from the World Bank's products/services that were paid for on a fee for service basis?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

SECTION E: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale?												
		Strongly disagree									Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Working with the World Bank increases Armenia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E10	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN ARMENIA

F1. How significant a role do you believe the World Bank SHOULD play in Armenia's development in the near future, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't know

F2. Which of the following SHOULD the World Bank do to make itself of greater value in Armenia? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Armenia's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on Armenia's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Increase availability of Fee-Based services
10	Work faster
11	Others (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING**G1. How do you get most of your information about economic and social development issues in Armenia? (Choose no more than TWO)**

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)

1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Others (please specify): _____

G3	Are you aware of the World Bank's Access to Information Policy under which the Bank now discloses any information in its possession that is not on a list of exceptions?	Yes	No
G4	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use?	
1	The World Bank's country website (www.worldbank.org.am)
2	The World Bank's main website (www.worldbank.org)

G9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Armenia?	
1	Yes
2	No
3	I don't know what PIC is

Please rate how much you agree with the following statements, on a ten point scale.														
		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
G10	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
G11	The World Bank's PIC is a valuable source of information related to development in Armenia. <i>(Only answer if you have used the PIC)</i>	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
G12	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
G13	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
G14	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
G15	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Please mark only ONE response)	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Community Based Organization
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Trade Union
18	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H2. Please identify the primary specialization of your work. (Please mark only ONE response)	
1	Agricultural development
2	Anti-corruption
3	Basic infrastructure
4	Climate change
5	Communicable/non-communicable diseases
6	Domestic private sector development
7	Economic growth
8	Education
9	Energy
10	Environmental sustainability
11	Equality of opportunity (i.e., equity)
12	Food security
13	Foreign direct investment
14	Gender
15	Governance (i.e., government effectiveness)
16	Health
17	Information and communications technology
18	Job creation/employment
19	Law and justice
20	Monitoring and evaluation
21	Natural resource management
22	Poverty reduction
23	Public financial management (e.g., public expenditure, fiscal system reform)
24	Public sector reform
25	Regulatory framework
26	Rural development
27	Social protection (e.g., pensions, targeted social assistance)
28	Transport (e.g., rural roads)
29	Trade and exports
30	Urban development
31	Water and sanitation
32	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H3. Currently, do you professionally collaborate/work with the World Bank in your country?	
1	Yes
2	No

H4. Which of the following describes most of your exposure to the World Bank in Armenia? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

H5. Which best represents your geographic location?	
1	Yerevan
2	Marz (<i>please indicate the name of your marz and community</i>) _____ _____

Thank you for completing the survey!