

Appendix G: Bangladesh FY 2013 Questionnaire



World Bank Country Survey FY13 – BANGLADESH

As part of its continuous effort to improve its development effectiveness, the World Bank is interested in gauging the views of clients and partners who are either involved in development in Bangladesh or who are observers of the country's social and economic development. The following survey is meant to give the World Bank's team that works on Bangladesh, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of key stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Bangladesh. The World Bank commissioned an independent firm to oversee the logistics of this effort in Bangladesh. This ensures anonymity and confidentiality of respondents. 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: BACKGROUND INFORMATION

A1. 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): _____
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SECTION A: BACKGROUND INFORMATION

A2. Please identify the primary specialization of your work. (Please mark only ONE response)			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Gender / equality of opportunity	15	Transport
7	Health / communicable/ non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

A3. Currently, do you professionally collaborate/ work with the World Bank in your country?	
1	Yes
2	No

A4. Which of the following describes most of your exposure to the World Bank in Bangladesh? (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.

A5. Which best represents your geographic location?	
1	Dhaka
2	Outside Dhaka

SECTION B: GENERAL ISSUES FACING BANGLADESH

B1. In general would you say that Bangladesh is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

B2. Listed below are a number of development priorities in Bangladesh.			
Please identify which of the following you consider the most important development priorities in Bangladesh? (Choose no more than THREE)			
1	Social protection (e.g., safety nets, targeted social assistance)	15	Education
2	Transport (e.g., roads, bridges, transportation)	16	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Energy/ power
4	Food security	18	Climate change (e.g., mitigation, adaptation) and natural disaster preparedness
5	Gender equity	19	Agricultural development
6	Domestic private sector development	20	Trade and exports
7	Foreign direct investment	21	Economic growth
8	Water and sanitation	22	Law and justice (e.g., judicial system)
9	Job creation/ employment	23	Regulatory framework
10	Rural development	24	Regional integration
11	Financial markets	25	Environmental sustainability
12	Urban development	26	Anti corruption
13	Basic infrastructure	27	Information and communications technology
14	Equality of opportunity (i.e., equity)	28	Health and nutrition

SECTION B: GENERAL ISSUES

B3. 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 Bangladesh? (Choose no more than THREE)			
1	Water and sanitation	15	Anti corruption
2	Equality of opportunity (i.e., equity)	16	Domestic private sector development
3	Job creation/ employment	17	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation) and natural disaster preparedness	18	Urban development
5	Regional integration	19	Energy/ power
6	Gender equity	20	Food security
7	Rural development	21	Social protection (e.g., safety nets, targeted social assistance)
8	Education	22	Health and nutrition
9	Regulatory framework	23	Agricultural development
10	Basic infrastructure	24	Economic growth
11	Environmental sustainability	25	Financial markets
12	Law and justice (e.g., judicial system)	26	Trade and exports
13	Transport (e.g., roads, bridges, transportation)	27	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
14	Information and communications technology		

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SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

C1. How familiar are you with the work of the World Bank in Bangladesh, on a ten point scale?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

C2. Overall, please rate your impression of the World Bank's effectiveness in Bangladesh, 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

C3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Bangladesh 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

C4. When thinking about how the World Bank can have the most impact on development results in Bangladesh, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Bangladesh? (Choose no more than THREE)							
1	Basic infrastructure			15	Environmental sustainability		
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)			16	Gender equity		
3	Transport (e.g., roads, bridges, transportation)			17	Social protection (e.g., safety nets, targeted social assistance)		
4	Poverty reduction			18	Food security		
5	Equality of opportunity (i.e., equity)			19	Rural development		
6	Health and nutrition			20	Education		
7	Domestic private sector development			21	Trade and exports		
8	Climate change (e.g., mitigation, adaptation) and natural disaster preparedness			22	Economic growth		
9	Agricultural development			23	Law and justice (e.g., judicial system)		
10	Water and sanitation			24	Regulatory framework		
11	Energy/ power			25	Job creation/ employment		
12	Foreign direct investment			26	Anti corruption		
13	Financial markets			27	Information and communications technology		
14	Urban development			28	Regional integration		

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

C5. 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 Bangladesh?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/ capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/ analyses	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/ facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

C6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Bangladesh? (Choose no more than TWO)

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

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

C7. 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	Faith based organizations
12	Other (please specify): _____

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

		Strongly disagree										Strongly agree		Don't know
C8	Overall the World Bank currently plays a relevant role in development in Bangladesh	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C9	The World Bank properly balanced its corruption concerns with Bangladesh's development needs in the case of the Padma Bridge Project	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C10	The World Bank's work is aligned with what I consider the development priorities for Bangladesh	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C11	The World Bank supports programs and strategies that are realistic for Bangladesh	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C12	The World Bank treats clients and stakeholders in Bangladesh with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	

C13. To what extent do you agree with the World Bank's insistence on having 'full and fair' investigation of the corruption allegations under the Padma Bridge Project, 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

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent is the World Bank an effective development partner in Bangladesh, 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		
C14	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	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"/>	
C22	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Taking a reasonable stance against corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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SECTION D: 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 Bangladesh, on a ten point scale?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
D1	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D13	Job creation/ employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D17	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D18	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D20	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D21	Health and nutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D22	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D23	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D24	Energy/ power	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D25	Social protection (e.g., safety nets, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D26	Climate change (e.g., mitigation, adaptation) and natural disaster preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D27	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D28	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION D: WORLD BANK EFFECTIVENESS AND RESULTS

D29. To what extent does the World Bank's work help to achieve development results in Bangladesh, 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 Bangladesh, on a ten point scale?														
		Strongly disagree										Strongly agree		Don't know
D30	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Bangladesh	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
D31	The World Bank meets Bangladesh'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"/>		

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SECTION E: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (I.E., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

E1. How frequently do you consult World Bank knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Bangladesh, how effective do you believe the World Bank's knowledge work and activities are at:													
		Not effective at all										Very effective	Don't know
E2	Enhancing your knowledge and/ or skills	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E3	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E4	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

In Bangladesh, to what extent do you believe that the World Bank's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
E5	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E6	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E7	Are relevant to Bangladesh's development priorities	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E8	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E9	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E10	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E11	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E12	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E13	Are appropriately translated	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E14	Are adaptable to Bangladesh's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION E: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (I.E., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

E15. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities 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

E16. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, 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

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SECTION F: 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		
F1	The World Bank disburses funds promptly											<input type="checkbox"/>	
F2	The World Bank effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
F3	The World Bank's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
F4	The World Bank's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
F5	The World Bank's conditions on its lending are reasonable											<input type="checkbox"/>	
F6	Working with the World Bank increases Bangladesh's institutional capacity											<input type="checkbox"/>	
F7	The World Bank ensures consistency and continuity through staff changes											<input type="checkbox"/>	
F8	The World Bank's teams and visits are well coordinated											<input type="checkbox"/>	
F9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them											<input type="checkbox"/>	
F10	The World Bank provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

SECTION G: THE FUTURE ROLE OF THE WORLD BANK IN BANGLADESH

G1. How significant a role do you believe the World Bank SHOULD play in Bangladesh'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

G2. Which of the following SHOULD the World Bank do to make itself of greater value in Bangladesh? (Choose no more than TWO)

1	Improve the quality of its experts as related to Bangladesh's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Reach out more to groups outside of government
5	Ensure greater selectivity in its work
6	Provide more adequate data/ knowledge/ statistics/ figures on Bangladesh's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Work faster
10	Other (please specify): _____

G3. Please identify the two areas related to corruption in Bangladesh where greater attention from the World Bank Group would be most valuable. (Choose no more than TWO)

1	Collusive practices in procurement
2	Bribes of official
3	Stolen goods
4	Failure to provide services (e.g., civil servant not showing up for work)
5	Poor quality of construction (e.g., roads, buildings, etc)
6	Illegal possession of land
7	Other (please specify): _____
8	Don't know

G4. Would you like to see more, less, or just about the same level of World Bank Group involvement in areas related to corruption?

1	More
2	Less
3	Just about the same
4	None at all
5	Don't know

G5. If you were to make one recommendation to the World Bank regarding its engagement in Bangladesh, what would this be?

SECTION H: COMMUNICATION AND INFORMATION SHARING

H1. How do you get most of your information about economic and social development issues in Bangladesh? (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): _____

H2. 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	Other (please specify): _____

H3	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
H4	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
H5	Were you able to obtain this information?	Yes	No
H6	Do you have access to the Internet?	Yes	No
H7	Do you use/ have you used the World Bank website?	Yes	No

SECTION H: COMMUNICATION AND INFORMATION SHARING

H8. To what extent do you believe the World Bank has been open and transparent when communicating about the Padma Bridge corruption case, 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

H9. Which do you primarily use? (Please mark only ONE response)	
1	The World Bank's country website (www.worldbank.org/bd)
2	The World Bank's main website (www.worldbank.org)

H10. Which Internet connection do you use primarily when visiting a World Bank website?	
1	High speed
2	Dial-up

H11. How often do you go to the World Bank Bangladesh Facebook page?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

H12. Do you use/ have you used the World Bank's Public Information Centers (PICs) in Bangladesh?	
1	Yes
2	No
3	I don't know what PIC is

When thinking about the way the World Bank communicates in the public media (broadcast, cable, electronic, radio, newspaper, magazines, etc.), to what extent do you believe this communication is...														
		To no degree at all										To a very significant degree		Don't know
H13	Relevant	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
H14	Informative	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
H15	Objective and balanced	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
H16	Appropriate level of frequency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
H17	Clear about the Bank's position and views	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

SECTION H: COMMUNICATION AND INFORMATION SHARING

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	
H18	I use/consult World Bank data more often than I did a few years ago											<input type="checkbox"/>
H19	The World Bank's PIC is a valuable source of information related to development in Bangladesh. <i>(Only answer if you have used the PIC)</i>											<input type="checkbox"/>
H20	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>											<input type="checkbox"/>
H21	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)											<input type="checkbox"/>
H22	The World Bank is responsive to my information requests and inquiries											<input type="checkbox"/>

Thank you for completing the survey!