

Appendix E: China Questionnaire



World Bank Client Survey FY12 – CHINA

The World Bank is interested in gauging the views of clients and partners who are either involved in development in China or who observe activities related to social and economic development. The following survey is meant to give the Bank's team that works in China, more in-depth insight into how the Bank's work is perceived. This is one tool the 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 China. The World Bank commissioned an independent firm to oversee the logistics of this effort in China. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle the number that most accurately reflects your answer. **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 Employee of a Ministry, Ministerial Department of Central government
- 2 Local Government Official or Staff
- 3 Project Management Office (central level)
- 4 Project Management Office (local level)
- 5 Central Bank
- 6 Financial sector/bank
- 7 NGO
- 8 Regulatory Agency
- 9 State owned enterprise
- 10 Bilateral or Multilateral Agency
- 11 Private Sector Organization
- 12 Consultant/Contracter working on World Bank supported Project/Program
- 13 Media (Press, Radio, TV, Web etc.)
- 14 Academia/Research Institute/Think tank
- 15 Other (please specify): _____

A2. Please identify the primary specialization of your work. (Please mark only one response)

- 1 Agriculture, Agribusiness, Forestry
- 2 Commerce, Trade and Manufacturing
- 3 Communications, Information Services
- 4 Economic Management
- 5 Environment, Natural Resource Management
- 6 Finance, Banking, Insurance
- 7 Infrastructure (e.g., Transport, Water, Energy)
- 8 Law, Justice
- 9 Social Services (e.g., Education, Health)
- 10 Other (please specify): _____

A3. How familiar are you with the work of the World Bank in China on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar?"

1	2	3	4	5	6	7	8	9	10
Not familiar at all								Extremely familiar	

A4. How long have you been involved with (or a close observer of) the World Bank's activities?

- 1 Less than one year
- 2 One to three years
- 3 More than three years

A5. Which best represents your geographic location?

- 1 Beijing
- 2 Tianjin, Shanghai, Guangdong, Fujian, Zhejiang, Jiangsu, Shandong, Hebei
- 3 Henan, Hunan, Hubei, Anhui, Jiangxi, Liaoning, Jilin, Heilongjiang
- 4 Chongqing, Xinjiang, Xizang, Qinghai, Gansu, Inner Mongolia, Ningxia, Shaanxi, Shanxi, Sichuan, Yunnan, Guizhou, Guangxi

A6. When thinking about your exposure to the World Bank Group in China, would you say that you have the most interaction with and/or exposure to....(Please mark only ONE response)

1	The World Bank (IBRD)
2	The IFC
3	Both

SECTION B: GENERAL ISSUES FACING CHINA

B1. On a scale of 1-10, 1 meaning “extremely pessimistic”, 10 meaning “extremely optimistic”, please indicate your perspective on the future of the next generation in China

1	2	3	4	5	6	7	8	9	10	11
Extremely Pessimistic								Extremely Optimistic	Don't Know	

B2. Listed below are a number of development priorities in China.			
Please identify which one of these you consider the first Most Important Development Priority. Then identify which one you consider the Second Most Important Development Priority.		Most Important Development priority (Choose only ONE)	Second Most Important Development priority (Choose only ONE)
1	Government effectiveness/governance	<input type="checkbox"/>	<input type="checkbox"/>
2	Communicable and non-communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>
3	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>
4	Corruption	<input type="checkbox"/>	<input type="checkbox"/>
5	SOE reform	<input type="checkbox"/>	<input type="checkbox"/>
6	Completing the transition to a market economy	<input type="checkbox"/>	<input type="checkbox"/>
7	Improving the investment climate	<input type="checkbox"/>	<input type="checkbox"/>
8	Social stability	<input type="checkbox"/>	<input type="checkbox"/>
9	Inequality	<input type="checkbox"/>	<input type="checkbox"/>
10	Access to quality education	<input type="checkbox"/>	<input type="checkbox"/>
11	Access to quality health services	<input type="checkbox"/>	<input type="checkbox"/>
12	Urban development	<input type="checkbox"/>	<input type="checkbox"/>
13	Innovation	<input type="checkbox"/>	<input type="checkbox"/>
14	Poverty	<input type="checkbox"/>	<input type="checkbox"/>
15	Effectiveness of law and justice system	<input type="checkbox"/>	<input type="checkbox"/>
16	Quality of Growth	<input type="checkbox"/>	<input type="checkbox"/>
17	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
18	Fiscal system reform	<input type="checkbox"/>	<input type="checkbox"/>
19	Environmental improvement and natural resource management	<input type="checkbox"/>	<input type="checkbox"/>
20	Energy efficiency	<input type="checkbox"/>	<input type="checkbox"/>
21	Increase domestic consumption	<input type="checkbox"/>	<input type="checkbox"/>
22	Employment/ income generating opportunities	<input type="checkbox"/>	<input type="checkbox"/>
23	Private sector growth/investment	<input type="checkbox"/>	<input type="checkbox"/>
24	Rural and agricultural development	<input type="checkbox"/>	<input type="checkbox"/>
25	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>
26	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>
27	Climate change	<input type="checkbox"/>	<input type="checkbox"/>
28	Food security	<input type="checkbox"/>	<input type="checkbox"/>
29	Financial sector reform	<input type="checkbox"/>	<input type="checkbox"/>
30	Social protection	<input type="checkbox"/>	<input type="checkbox"/>
31	Conservation and management of water resources	<input type="checkbox"/>	<input type="checkbox"/>
32	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B3. Poverty reduction is a broad term that encompasses work in many different areas. Which TWO areas of development listed below do you believe would contribute most to reducing poverty in China? (Choose no more than TWO)

- 1 Improving agriculture development
- 2 Reducing corruption
- 3 Strengthening public institutions
- 4 Enhancing the opportunity for private sector growth/investment
- 5 Improving infrastructure development
- 6 Increasing access to quality education
- 7 Reducing inequality
- 8 Sustaining economic growth
- 9 Increasing access to quality health services
- 10 Protecting the environment and natural resources
- 11 Increasing income generating activities/ employment
- 12 Ensuring food security
- 13 Ensuring social stability
- 14 Strengthening social protection
- 15 Other (please specify): _____

B4. Sustainable equitable economic growth can be driven by a number of factors. Which TWO areas below do you believe would contribute most to sustaining high economic growth in China? (Choose no more than TWO)

- 1 Increasing agricultural productivity
- 2 Reducing corruption
- 3 Strengthening public institutions
- 4 Enhancing the opportunity for private sector growth/investment
- 5 Infrastructure development
- 6 Improving access to and/or quality of education
- 7 Improving access to and/or quality of health care
- 8 Strengthening the regulatory framework for doing business
- 9 Enhancing the environment for increased foreign direct investment
- 10 Improving trade and exports
- 11 Other (please specify): _____

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

C1. Overall, please rate your impression of the World Bank's effectiveness in China, on a scale of 1-10, 1 being "Not effective at all", 10 being "Very effective."

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't Know

C2. To what extent do the World Bank's financial instruments meet the needs of China's, on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very Significant degree."

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

C3. To what extent does the World Bank meet China's needs for knowledge services (e.g., research, analysis, technical assistance), on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very Significant degree."

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. Based on your observations of the World Bank in China...		
1. Where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than THREE)		
		Where would it be most productive for the Bank to focus most of its resources? (Choose no more than THREE)
1	Poverty reduction	<input type="checkbox"/>
2	Economic growth	<input type="checkbox"/>
3	Climate change	<input type="checkbox"/>
4	MSE (Micro and Small enterprise) development and access to finance	<input type="checkbox"/>
5	Access to quality education	<input type="checkbox"/>
6	Renewable energy and improving energy efficiency	<input type="checkbox"/>
7	Conservation and management of water resources	<input type="checkbox"/>
8	Effectiveness of law and justice system	<input type="checkbox"/>
9	Opportunity for private sector growth/Investment	<input type="checkbox"/>
10	Post-disaster recovery and reconstruction	<input type="checkbox"/>
11	Access to quality health services	<input type="checkbox"/>
12	Employment/income generating opportunities	<input type="checkbox"/>
13	Environmental improvement and natural resource management	<input type="checkbox"/>
14	Basic infrastructure	<input type="checkbox"/>
15	Regulatory framework	<input type="checkbox"/>
16	Communicable and non-communicable diseases	<input type="checkbox"/>
17	Government effectiveness/governance	<input type="checkbox"/>
18	Social protection	<input type="checkbox"/>
19	Fiscal system reform	<input type="checkbox"/>
20	Technical and vocational education	<input type="checkbox"/>
21	Highway and waterway transport systems	<input type="checkbox"/>
22	Conservation of cultural heritage	<input type="checkbox"/>
23	Agriculture development and food security	<input type="checkbox"/>
24	Financial sector reform	<input type="checkbox"/>
25	Urban development	<input type="checkbox"/>
26	Modern and integrated railway	<input type="checkbox"/>
27	Other (please specify): _____	<input type="checkbox"/>

C5. In your opinion, what should be the level of involvement of the World Bank in China's development strategies?

- 1 The Bank should be more involved
- 2 The Bank is currently involved at an optimum level
- 3 The Bank should be less involved
- 4 The Bank shouldn't be involved at all
- 5 Don't know

C6. In broad terms of economic and social development, what is the "greatest" value brought by the World Bank to China? What is the "second greatest" value?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Pilot innovation that can be scaled up if successful	<input type="checkbox"/>	<input type="checkbox"/>
2	Policy and economic advice	<input type="checkbox"/>	<input type="checkbox"/>
3	Convener/facilitator	<input type="checkbox"/>	<input type="checkbox"/>
4	Transfer of international best practices (eg. From OECD and/or other middle income countries)	<input type="checkbox"/>	<input type="checkbox"/>
5	Technical advice	<input type="checkbox"/>	<input type="checkbox"/>
6	New concepts and innovation	<input type="checkbox"/>	<input type="checkbox"/>
7	Ability to build institutional capacity	<input type="checkbox"/>	<input type="checkbox"/>
8	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Ability to mobilize resources (from private sector, government, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

C7. Which of the following do you identify as the Bank's greatest weaknesses in its work in China? (Choose no more than TWO)

1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Staff too inaccessible
4	Is disrespectful to local sensitivities
5	Too influenced by the US
6	Not enough public disclosure of its work
7	World Bank procedures complex and processes too slow and bureaucratic
8	Inadequately aligned with country priorities
9	Fails to adapt global knowledge to local conditions
10	Is arrogant in its approach
11	Other (please specify): _____

C8. The World Bank wants to ensure that the knowledge and studies it produces are relevant. Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in China? (Choose no more than TWO)

- 1 Education
- 2 Health
- 3 Social protection
- 4 Transport
- 5 Poverty
- 6 Governance
- 7 Anti-corruption
- 8 Enhanced business environment for private sector development
- 9 Energy
- 10 Agricultural development
- 11 Water and sanitation
- 12 Monitoring and evaluation
- 13 Public expenditure
- 14 Public sector performance
- 15 Labor markets/job creation
- 16 Financial markets
- 17 Urban/metropolitan development
- 18 Environmental sustainability/ natural resources management
- 19 Improving equality of opportunity
- 20 Rural development
- 21 Food security
- 22 Climate change
- 23 Other (please specify): _____

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in China.

		Strongly Disagree								Strongly Agree		Don't Know
C9.	Overall the Bank currently plays a relevant role in development in China	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10.	The Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11.	The Bank's work reflects its own mission of poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12.	The World Bank treats clients and stakeholders in China with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13.	The World Bank is responsive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14.	Overall, I like to work/interact with Bank staff	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15.	In general, the strategies that the Bank supports are sustainable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16.	The Bank's work promotes the empowerment of people to participate in development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17.	The Bank gives appropriate priority to growth issues	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION D: THE WORK OF THE WORLD BANK

For each item in the following section, please provide two responses: first, importance, meaning, in your opinion, how important it is for the Bank to be involved in that particular area of work in China. Second, effectiveness, meaning, how effective do you believe the World Bank is in terms of having a positive impact on that area of development in China.

		Level of Importance												Level of Effectiveness													
		Not important at all										Very important		Not effective at all										Very effective		Don't Know	
		1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10				
D1.	Helping to reduce poverty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
D2.	Helping to bring about economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
D3.	Encouraging greater transparency in governance	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
D4.	Helping to strengthen the private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
D5.	Helping to strengthen the financial system	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
D6.	Reducing economic and social inequality	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
D7.	Helping to strengthen the education sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
D8.	Helping to strengthen the health sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
D9.	Ensuring that attention is paid to gender disparities	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
D10.	Helping to strengthen agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
D11.	Helping to strengthen infrastructure development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
D12.	Helping to strengthen environment and natural resources management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
D13.	Helping to strengthen the social protection sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
D14.	Helping to empower communities to participate in their own development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
D15.	Helping China adapt to/avert risk of climate change	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		

SECTION E: THE WAY THE WORLD BANK DOES BUSINESS

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/ activity listed below using a 1-10 scale, 1 meaning “Not effective at all”, 10 meaning “Very effective”.

		Not effective at all									Very effective		Don't Know
		1	2	3	4	5	6	7	8	9	10		
E1.	Technical competence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2.	Producing knowledge and research (studies, analyses) that are useful	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3.	Sharing knowledge about international best practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4.	Adapting its knowledge to your country's needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5.	Helping to facilitate south-south learning and cooperation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6.	Ensuring its staff is accessible	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7.	Providing sound policy and economic advice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8.	Promoting the inclusion of local communities (beneficiaries) in the development of strategies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9.	Promoting the inclusion of civil society (NGOs, religious groups, interest groups) in the development of strategies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E10.	Giving appropriate priority to poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION F: PROJECT/PROGRAM RELATED ISSUES

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you “Strongly Disagree”, 10 meaning you “Strongly Agree”.

		Strongly Disagree									Strongly Agree		Don't Know
		1	2	3	4	5	6	7	8	9	10		
F1.	The Bank is flexible in terms of adjusting to changing circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F2.	The Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F3.	The Bank works efficiently	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F4.	The Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F5.	The Bank helps to build capacity at the community level	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F6.	The Bank helps to build capacity of government officials	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F7.	The Bank and partners in government collaborate well together on Bank supported programs and projects in China	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F8.	The Bank helps to strengthen institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F9.	The Bank safeguards against corruption in projects/programs that it funds with its procurement rules	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F10.	The Bank's procurement requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

G1. How significant a role do you believe the World Bank should play in China's development in the next five years? (1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)

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 one of the following should the World Bank do to make itself of greater value in China? (Choose only ONE)

1	Improve the quality of its experts as related to China's specific challenges
2	Focus primarily on advice and advocacy issues
3	Improve the competitiveness of its financing (e.g., cost, timeliness and other terms) compared to markets
4	Greater collaboration within the World Bank Group (IBRD and IFC)
5	Offer more innovative financial products
6	Offer more innovative knowledge services
7	Other (please specify): _____

G3. Which one of the following do you consider the greatest obstacle to the Bank playing a significant role in China's development in the next five years? (Please mark only one response)

1	The World Bank's financing is not competitive enough (eg., cost, timeliness and other terms) when compared to markets and/or other international financial institutions
2	The quality of World Bank experts as related to China's specific challenges
3	The number and complexity of the procedures involved in obtaining World Bank financing
4	The World Bank's office in China is too small
5	The World Bank's office in China is too big
6	Others (please specify): _____

SECTION H: COMMUNICATION AND OUTREACH**H1. Where do you get most of your information about economic and social development issues in China? (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 Other (please specify): _____

H2. Where do you get most of your information about the World Bank's development activities in China? (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 Blogs
- 9 Internet
- 10 World Bank conferences, seminars, workshops
- 11 World Bank publications, materials
- 12 World Bank website
- 13 World Bank Public Information Center (PIC)
- 14 Direct contact/interaction with World Bank staff
- 15 Other (please specify): _____

H3. How you would prefer to receive information from the World Bank? (Choose no more than TWO)

- 1 World Bank website
- 2 Face to face meetings/discussions
- 3 e-newsletters
- 4 Workshops/conferences
- 5 Mobile phones
- 6 Social media (facebook, twitter, youtube)
- 7 Blogs
- 8 Others (please specify): _____

H4. Do you have access to the internet?

1	Yes
2	No

H5. I use/have used the World Bank website:

1	Yes
2	No

H6. I primarily use:

1	The World Bank's country website (www.worldbank.org/china)
2	The World Bank's main website (www.worldbank.org)

H7. I use/have used the World Bank's Public Information Centers (PICs) in China:

1	Yes
2	No
3	I don't know what PIC is

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

		Strongly Disagree										Strongly Agree	Don't Know
H8.	The World Bank's PIC is a valuable source of information related to development in China. <i>(Only answer if you have used the PIC)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
H9.	I find the Bank websites easy to navigate. <i>(Only answer if you have used a Bank website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
H10.	I find the information on the Bank's websites useful. <i>(Only answer if you have used a Bank website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
H11.	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		<input type="checkbox"/>
H12.	The Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>