

Appendix E: Republic of Congo FY 2012 Questionnaire



World Bank Client Survey FY12 – Congo

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Congo 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 Congo, more in-depth 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 Congo. The World Bank commissioned an independent firm to oversee the logistics of this effort in Congo. 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: GENERAL ISSUES FACING CONGO

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

SECTION A: GENERAL ISSUES FACING CONGO (CONT...)

A2. Listed below are a number of development priorities in Congo.				
Please identify which of these you consider the 1st, 2nd, 3rd most important development priority		FIRST priority (Choose only ONE)	SECOND priority (Choose only ONE)	THIRD priority (Choose only ONE)
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Security/stabilization/reconstruction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Regional conflict and tensions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Monitoring and evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Global integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Food security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Crime and violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Communicable/non-communicable disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	Local governance and institutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37	Natural resource management (e.g., oil, gas, mining)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38	Anti corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40	Global information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES FACING CONGO (CONT...)

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 Congo? (Choose no more than THREE)	
1	Water and sanitation
2	Equality of opportunity (i.e., equity)
3	Economic growth
4	Climate change (e.g., mitigation, adaptation)
5	Regional conflict and tensions
6	Disaster management
7	Regional integration
8	Gender
9	Rural development
10	Urban development
11	Education
12	Regulatory framework
13	Local governance and institutions
14	Basic infrastructure
15	Social protection
16	Law and justice (e.g., judicial system)
17	Transport (e.g., roads, bridges, transportation)
18	Crime and violence
19	Communicable/non-communicable disease
20	Security/stabilization/reconstruction
21	Global information and communications technology
22	Public sector reform
23	Domestic private sector development
24	Foreign direct investment
25	Global integration
26	Energy
27	Food security
28	Monitoring and evaluation
29	Governance
30	Social cohesion
31	Natural resource management (e.g., oil, gas, mining)
32	Environmental sustainability
33	Health
34	Public financial management (e.g., public expenditure, fiscal system reform)
35	Agricultural development
36	Job creation/employment
37	Financial markets
38	Trade and exports
39	Anti corruption

SECTION A: GENERAL ISSUES FACING CONGO (CONT...)

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 Congo? (Choose no more than THREE)	
1	Energy
2	Equality of opportunity (i.e., equity)
3	Social protection
4	Global integration
5	Climate change (e.g., mitigation, adaptation)
6	Anti corruption
7	Disaster management
8	Regional conflict and tensions
9	Rural development
10	Foreign direct investment
11	Urban development
12	Water and sanitation
13	Education
14	Global information and communications technology
15	Regulatory framework
16	Communicable/non-communicable disease
17	Trade and exports
18	Social cohesion
19	Public sector reform
20	Regional integration
21	Domestic private sector development
22	Job creation/employment
23	Agricultural development
24	Food security
25	Governance
26	Transport (e.g., roads, bridges, transportation)
27	Security/stabilization/reconstruction
28	Monitoring and evaluation
29	Gender
30	Natural resource management (e.g., oil, gas, mining)
31	Environmental sustainability
32	Health
33	Basic infrastructure
34	Law and justice (e.g., judicial system)
35	Local governance and institutions
36	Crime and violence
37	Public financial management (e.g., public expenditure, fiscal system reform)
38	Financial markets

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in Congo, 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 Congo, 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 the Republic of Congo 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

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SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B4. When thinking about how the World Bank can have the most impact on development results in Congo, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Congo? (Choose no more than THREE)

1	Rural development
2	Education
3	Governance
4	Security/stabilization/reconstruction
5	Social protection
6	Transport (e.g., roads, bridges, transportation)
7	Poverty reduction
8	Public sector reform
9	Regional integration
10	Gender
11	Crime and violence
12	Domestic private sector development
13	Foreign direct investment
14	Water and sanitation
15	Energy
16	Monitoring and evaluation
17	Social cohesion
18	Public financial management (e.g., public expenditure, fiscal system reform)
19	Job creation/employment
20	Financial markets
21	Urban development
22	Environmental sustainability
23	Equality of opportunity (i.e., equity)
24	Regional conflict and tensions
25	Health
26	Global integration
27	Food security
28	Climate change (e.g., mitigation, adaptation)
29	Agricultural development
30	Trade and exports
31	Economic growth
32	Law and justice (e.g., judicial system)
33	Local governance and institutions
34	Regulatory framework
35	Communicable/non-communicable disease
36	Basic infrastructure
37	Natural resource management (e.g., oil, gas, mining)
38	Anti corruption
39	Disaster management
40	Global information and communications technology

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

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 Congo?		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	Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
12	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 Congo? (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	Its advice and strategies do not lend themselves to practical problem solving
10	Too influenced by developed countries
11	Not enough public disclosure of its work
12	World Bank processes too slow and complex
13	Not aligned with country priorities
14	Not aligned with other donors' work
15	Not collaborating enough with non-state actors
16	Not focused enough on issues that are unique to post-conflict countries
17	Not adequately sensitive to political/social realities in the Republic of Congo
18	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Congo? (Choose no more than TWO)	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Analytical work (studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience)
6	Trust Fund management
7	Co-financing arrangements (i.e., with other donors)
8	Sector-wide approaches
9	Emergency Recovery lending
10	Other (please specify): _____
11	Don't know

B8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Congo? (Choose no more than TWO)	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Analytical work (studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience)
6	Trust Fund management
7	Co-financing arrangements (i.e., with other donors)
8	Sector-wide approaches
9	Emergency Recovery lending
10	Other (please specify): _____
11	Don't know

B9. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), 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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B10. 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	UN and regional peace keeping forces
13	Emerging donors
14	UN agencies
15	Regional organizations (e.g., AU, SEMAC)
16	Other (please specify): _____

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B11	Overall the World Bank currently plays a relevant role in development in Congo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	The World 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"/>	
B13	The World Bank supports programs and strategies that are realistic for Congo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	The World Bank treats clients and stakeholders in Congo with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

To what extent is the World Bank an effective development partner in Congo in terms of ..., on a ten point scale?												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	
B15	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with groups outside of the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B26. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose no more than THREE)	
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	Ongoing conflict and instability
11	Inadequate funding
12	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 Congo, 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	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C2	Global information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C4	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C5	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C7	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C9	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C10	Basic infrastructure	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C11	Communicable/non-communicable disease	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C12	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C13	Gender	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C14	Domestic private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C15	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C16	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C17	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C18	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C19	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C20	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C21	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C22	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C23	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C24	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C25	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C26	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C27	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C28	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C29	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C30	Global integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C31	Governance	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C32	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C33	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C34	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C35	Social protection	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C36	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C37	Public sector reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C38	Regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C39	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C40	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS (CONT...)

C41. To what degree does the World Bank's work, help achieve sustainable development results in Congo, 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 Congo, on a ten point scale?															
											Strongly disagree			Strongly agree	Don't know
C42	The World Bank's financial instruments meet the needs of Congo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
C43	The World Bank meets Congo'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

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SECTION D: THE WORLD BANK'S KNOWLEDGE

D2. When thinking about the development challenges in Congo, 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	Public sector reform
2	Gender
3	Social cohesion
4	Education
5	Domestic private sector development
6	Foreign direct investment
7	Water and sanitation
8	Trade and exports
9	Economic growth
10	Energy
11	Regional conflict and tensions
12	Disaster management
13	Monitoring and evaluation
14	Governance
15	Social protection
16	Climate change (e.g., mitigation, adaptation)
17	Poverty reduction
18	Law and justice (e.g., judicial system)
19	Security/stabilization/reconstruction
20	Anti corruption
21	Financial markets
22	Equality of opportunity (i.e., equity)
23	Urban development
24	Crime and violence
25	Regional integration
26	Global information and communications technology
27	Local governance and institutions
28	Transport (e.g., roads, bridges, transportation)
29	Agricultural development
30	Natural resource management (e.g., oil, gas, mining)
31	Public financial management (e.g., public expenditure, fiscal system reform)
32	Job creation/employment
33	Health
34	Rural development
35	Global integration
36	Food security
37	Environmental sustainability
38	Regulatory framework
39	Basic infrastructure
40	Communicable/non-communicable disease

SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

How effective do you believe the World Bank's knowledge and research are at ... in Congo?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
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 Congo?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
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 Congo'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 Congo's development challenges	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 (CONT...)

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. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.), 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

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 Congo'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"/>

E11. To what extent do you believe the World Bank is adequately staffed in Congo, 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 F: THE FUTURE ROLE OF THE WORLD BANK IN CONGO

F1. How significant a role do you believe the World Bank SHOULD play in Congo's development over the medium term 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 Congo? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Congo'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 Congo's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Work faster
10	Increase the level of World Bank staffing in Congo's office
11	Improve its coordination with other donors
12	Focus more on issues that are unique to post-conflict countries
13	Others (please specify): _____

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 G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Congo? (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 publications and other written materials
7	Mobile phones
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	Others (please specify): _____

G3	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
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 (CONT...)

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

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		
G9	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	<input type="checkbox"/>	
G10	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	<input type="checkbox"/>	
G11	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	<input type="checkbox"/>	
G12	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"/>	
G13	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION H: BACKGROUND INFORMATION

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

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 (CONT...)

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 (e.g., mitigation, adaptation)
5	Communicable/non-communicable disease
6	Crime and violence
7	Disaster management
8	Domestic private sector development
9	Economic growth
10	Education
11	Energy
12	Environmental sustainability
13	Equality of opportunity (i.e., equity)
14	Financial markets
15	Food security
16	Foreign direct investment
17	Gender
18	Global information and communications technology
19	Global integration
20	Governance
21	Health
22	Job creation/employment
23	Law and justice (e.g., judicial system)
24	Local governance and institutions
25	Monitoring and evaluation
26	Natural resource management (e.g., oil, gas, mining)
27	Poverty reduction
28	Public financial management (e.g., public expenditure, fiscal system reform)
29	Public sector reform
30	Regional conflict and tensions
31	Regional integration
32	Regulatory framework
33	Rural development
34	Security/stabilization/reconstruction
35	Social cohesion
36	Social protection
37	Trade and exports
38	Transport (e.g., roads, bridges, transportation)
39	Urban development
40	Water and sanitation
41	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION (CONT...)

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 Congo? (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	Brazzaville
2	Pointe Noire
3	Kinkala
4	Ngamboma
5	Owando

Thank you for completing the survey!