

Appendix G: Colombia FY 2013 Questionnaire



World Bank Country Survey FY13 – Colombia

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Colombia or who observe activities related to social and economic development. The following survey is meant to give the World Bank Group's team that works in Colombia, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its critical stakeholders. With this understanding, the World Bank Group hopes to develop more effective strategies, outreach and programs that support development in Colombia. The World Bank Group commissioned an independent firm to oversee the logistics of this effort in Colombia. 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 COLOMBIA

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

A2. Listed below are a number of development priorities in Colombia. Please identify which of the following you consider the most important development priorities in Colombia? (Choose no more than THREE)			
1	Central Government effectiveness/public procurement	11	Climate change
2	Sub National Governments (Departamentos) Effectiveness	12	Protecting the environment and natural resources
3	Economic growth	13	Increasing employment/income generating opportunities
4	Increasing foreign direct investment	14	Enhancing the opportunity for private sector growth/investment
5	Access and quality of education	15	Agriculture development
6	Access and quality of health services	16	Strengthening regulatory framework
7	Peace and development	17	Improving trade and exports
8	Improving the effectiveness of law and justice system	18	Effective social safety nets
9	Infrastructure development	19	Reducing poverty
10	Improving environmental quality	20	Reducing crime and violence

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 Colombia? (Choose no more than THREE)			
1	Economic growth	11	Peace and development
2	Increasing employment/income generating opportunities	12	Access and quality of education
3	Improving trade and exports	13	Improving the effectiveness of law and justice system
4	Access and quality of health services	14	Climate change
5	Agriculture development	15	Improving environmental quality
6	Central Government effectiveness/public procurement	16	Infrastructure development
7	Reducing crime and violence	17	Strengthening regulatory framework
8	Increasing foreign direct investment	18	Protecting the environment and natural resources
9	Effective social safety nets	19	Enhancing the opportunity for private sector growth/investment
10	Sub National Governments (Departamentos) Effectiveness		

A4. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Colombia? (Choose no more than TWO)	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More effective risk management
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

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SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Colombia?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

B2. How familiar are you with the work of the International Finance Corporation (IFC) in Colombia?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

B3. Overall, please rate your impression of the World Bank Group's effectiveness in Colombia?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

B4. How effectively do you believe the different parts of the World Bank Group (IBRD/IDA and IFC) collaborate and coordinate efforts in Colombia?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

B5. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Colombia solve its most complicated development challenges?										
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

B6. When thinking about how the World Bank Group can best contribute to development solutions in Colombia, in which sectoral areas do you believe the World Bank Group should focus most of its attention and resources in Colombia? (Choose no more than THREE)			
1	Effective social safety nets	11	Reducing crime and violence
2	Improving trade and exports	12	Strengthening regulatory framework
3	Infrastructure development	13	Reducing poverty
4	Climate change	14	Protecting the environment and natural resources
5	Central Government effectiveness/public procurement	15	Economic growth
6	Increasing foreign direct investment	16	Sub National Governments (Departamentos) Effectiveness
7	Enhancing the opportunity for private sector growth/investment	17	Access and quality of education
8	Access and quality of health services	18	Improving environmental quality
9	Improving the effectiveness of law and justice system	19	Agriculture development
10	Increasing employment/income generating opportunities	20	Peace and development

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B7. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Colombia? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Colombia
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 Group processes too slow and complex
12	Too bureaucratic in its operational policies and procedures
13	Not aligned with other development partners' work
14	Not collaborating enough with non-state actors
15	Not client focused
16	Other (please specify): _____

B8. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group 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	Community of development partners
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent do you agree with the following statements about the World Bank Group’s work in Colombia?													
		Strongly disagree								Strongly agree		Don't know	
B9	Overall the World Bank Group currently plays a relevant role in development in Colombia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	The World Bank Group’s work is aligned with what I consider the development priorities for Colombia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	The World Bank Group is an organization that does not represent a particular ideological perspective in Colombia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	The World Bank Group is an organization that has no dominant influence of any particular country	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	The World Bank Group supports Colombia’s effort to reduce social exclusion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	The World Bank Group respects the positions, views and demands of the government of Colombia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	The World Bank Group listens and takes into account your views.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent is the World Bank Group an effective development partner in Colombia, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
B16	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Flexibility (in terms of the World Bank Group’s products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	Flexibility (in terms of changing country circumstances)	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 (e.g., NGOs, academia, private sector)	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 development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B27. When considering the national development needs in Colombia, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides meet the national development needs of Colombia?												
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

B28. When reform efforts that the World Bank Group supported 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 Group works too slowly
2	The National Government works inefficiently
3	The Sub National Government works inefficiently
4	There is not an adequate level of citizen/civil society participation
5	The World Bank Group 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 Group is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

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SECTION C: WORLD BANK GROUP EFFECTIVENESS AND RESULTS

In its efforts to support the government of Colombia's national development plan, the World Bank Group is emphasizing in its strategy 2011-2016 a number of thematic objectives. To achieve those objectives, the WBG offers a package of financial, knowledge and convening services to maximize its impact and effectiveness. For each objective below, please indicate how *effective* you believe the World Bank Group is in terms of having a positive impact on this particular area of development in Colombia.

		Level of Effectiveness										
		Not effective at all										Very effective
<u>Expanding opportunities for Social Prosperity</u>												
C1	Social protection and improved citizen security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C2	Opportunity in education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Performance of social services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<u>Sustainable growth with enhanced climate change resilience</u>												
C4	Sustainable urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Disaster Risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Environmental management and climate change resilience	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<u>Inclusive growth and enhanced productivity</u>												
C7	Fiscal, financial and social risk management.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Public sector management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Productivity and innovation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: WORLD BANK GROUP EFFECTIVENESS AND RESULTS

C10. To what extent does the World Bank Group's work help to achieve development results in Colombia?											
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 Group in Colombia?														
		Strongly disagree										Strongly agree		Don't know
C11	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, risk management instruments) meet the needs of Colombia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C12	The World Bank Group meets Colombia'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 D: THE WORLD BANK GROUP'S KNOWLEDGE AND CONVENING SERVICES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, CONFERENCES, WORKSHOPS, STUDY TOURS)

D1. How frequently do you interact with the World Bank Group on knowledge and convening services in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

D2	Have you read/consulted the most recent LAC Flagship Report: <i>Economic Mobility and the Rise of the Latin American Middle Class?</i> (If YES please go to D3; if NO please go to D5)	Yes	No
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D3. To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?											
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

D4. To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?											
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 D: THE WORLD BANK GROUP'S KNOWLEDGE AND CONVENING SERVICES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, CONFERENCES, WORKSHOPS, STUDY TOURS)

In Colombia, to what extent do you believe that the World Bank Group's knowledge and convening services :												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	
D5	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are relevant to Colombia's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D13	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D14	Are adaptable to Colombia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D15. Overall, how significant a contribution do you believe the World Bank Group's knowledge and convening services make to development results in your country?												
1	2	3	4	5	6	7	8	9	10			
Not significant at all									Very significant	Don't know		

D16. Overall, how would you rate the technical quality of the World Bank Group's knowledge and convening services?												
1	2	3	4	5	6	7	8	9	10			
Very low technical quality									Very high technical quality	Don't know		

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

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SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN COLOMBIA

F1. In the last three years, to what extent do you believe that the World Bank has moved in the right direction in terms of the focus of its work in Colombia?

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

F2. How significant a role do you believe the World Bank Group SHOULD play in Colombia's development in the near future?

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

F3. How significant a role do you believe that international development cooperation (e.g. range of donors and partners) SHOULD play in Colombia's development in the near future?

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

F4. How significant a role do you believe IFC, through its support for the private sector, SHOULD play in helping Colombia achieve its economic and social development goals in the future?

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

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN COLOMBIA

F5. Which of the following SHOULD the World Bank Group do to make itself of greater value in Colombia? (Choose no more than TWO)

1	Improve the quality of its experts as related to Colombia's specific challenges
2	Reduce the complexity of obtaining World Bank Group 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 Colombia's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Work faster
10	Other (please specify): _____

F6. When considering the combination of services that the World Bank Group offers in Colombia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank should offer more of in Colombia?

(Please mark only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Colombia

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about development issues in Colombia? (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 Group? (Choose no more than TWO)	
1	World Bank Group website
2	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank Group seminars/workshops/conferences
6	World Bank Group publications and other written materials
7	Mobile phones
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	Other (please specify): _____

G3	Are you aware of the World Bank Group'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 Group 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 use/have you used the World Bank Group website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G7	I use/consult World Bank Group data more often than I did a few years ago											<input type="checkbox"/>	
G8	I find the World Bank Group websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>	
G9	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>	
G10	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)											<input type="checkbox"/>	
G11	The World Bank Group is responsive to my information requests and inquiries											<input type="checkbox"/>	

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SECTION H: DEVELOPMENT ORGANIZATIONS IN THE REGION

How familiar are you with the work of these organizations in Colombia?												
		Not familiar at all								Extremely familiar		Don't know
H1	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H2	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

Overall, please rate your impression of the effectiveness of these organizations in Colombia?												
		Not effective at all								Extremely effective		Don't know
H3	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H4	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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SECTION I: BACKGROUND INFORMATION

11. 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 Group 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): _____

12. 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): _____

SECTION H: BACKGROUND INFORMATION

I3. Currently, do you professionally collaborate/work with the World Bank Group in your country?

1	Yes
2	No

I4. Are you/have you been an IFC client?

1	Yes
2	No

I5. Which of the following describes most of your exposure to the World Bank Group in Colombia? (Choose no more than TWO)

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

I6. Currently, which of the following agencies of the World Bank Group do you primarily work with in Colombia? (Please mark only ONE response)

1	The World Bank (IBRD)
2	International Finance Corporation (IFC)
3	Both World Bank and IFC
4	I don't collaborate/work with the World Bank Group

I7. Which best represents your geographic location?

1	Bogota
2	Outside Bogota

Thank you for completing the survey!