

## Appendix D: World Bank Client Survey 2012



### World Bank Client Survey FY12 -- THE GAMBIA

The World Bank is interested in gauging the views of clients and partners who are either involved in development in The Gambia or who observe activities related to social and economic development. The following survey is meant to give the Bank’s team that works in The Gambia, 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 The Gambia.

The World Bank commissioned an independent consultant to oversee the logistics of this effort in The Gambia. 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.**

#### Section A. BACKGROUND

##### A1. Which of the following best describes your current position? (Please mark only one response)

- 1. Office of the President, Prime Minister, Minister, Parliamentarian
- 2. Employee of a Ministry, Ministerial Department or Implementation Agency
- 3. Local Government Office or Staff
- 4. Federal/Central Government
- 5. Bilateral or Multilateral Agency
- 6. Private sector
- 7. NGOs (including CBOs)
- 8. Media (Press, Radio, TV, Web etc.)
- 9. Independent Government Institution (i.e., Regulatory Agency, Central Bank)
- 10. Trade Union
- 11. Faith based groups
- 12. Academia or Research Institute
- 13. Judiciary
- 14. 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, Telecommunications)
- 8. Law, Justice
- 9. Legislature, Politics
- 10. Social Services (e.g., Education, Health)
- 11. Other (please specify) : \_\_\_\_\_

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

Not familiar at all										Extremely familiar
	1	2	3	4	5	6	7	8	9	10
	<input type="radio"/>									

##### 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. Banjul
- 2. Lower River
- 3. Central River
- 4. North Bank
- 5. Upper River
- 6. West Coast

## Section B. GENERAL ISSUES FACING THE GAMBIA

**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 The Gambia.

Extremely Pessimistic										Extremely Optimistic	Don't know
1	2	3	4	5	6	7	8	9	10		
<input type="radio"/>											

**B2.** Listed below are a number of development priorities in The Gambia. 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 ONE)	Second Most Important Development priority (Choose ONE)
1. Government effectiveness/governance	<input type="radio"/>	<input type="radio"/>
3. Fight against HIV/AIDS and other communicable diseases	<input type="radio"/>	<input type="radio"/>
5. Macro-economic growth	<input type="radio"/>	<input type="radio"/>
7. Fight against Corruption	<input type="radio"/>	<input type="radio"/>
9. Access to basic education, quality of basic education	<input type="radio"/>	<input type="radio"/>
11. Higher education	<input type="radio"/>	<input type="radio"/>
13. Access to health services, quality of health care	<input type="radio"/>	<input type="radio"/>
15. Improving the effectiveness of the legal and regulatory system	<input type="radio"/>	<input type="radio"/>
17. Skills development, employment and income generating opportunities, specifically for young people	<input type="radio"/>	<input type="radio"/>
19. Improving environmental quality and protecting natural resources	<input type="radio"/>	<input type="radio"/>
21. Improving basic infrastructure (port, electricity, roads)	<input type="radio"/>	<input type="radio"/>
14. Enhancing opportunities for private sector investment including foreign investment	<input type="radio"/>	<input type="radio"/>
23. Agriculture development (crop production, processing) / Food security	<input type="radio"/>	<input type="radio"/>
25. Agriculture development (livestock)	<input type="radio"/>	<input type="radio"/>
27. Fishery	<input type="radio"/>	<input type="radio"/>
29. Improving trade and exports	<input type="radio"/>	<input type="radio"/>
31. Improve nutrition for vulnerable groups	<input type="radio"/>	<input type="radio"/>
33. Mitigate gender inequality	<input type="radio"/>	<input type="radio"/>
35. Promote regional cooperation	<input type="radio"/>	<input type="radio"/>
37. Mitigate the effects of climate change	<input type="radio"/>	<input type="radio"/>
39. Improving public financial management and procurement	<input type="radio"/>	<input type="radio"/>
41. Strengthening the national statistical system	<input type="radio"/>	<input type="radio"/>
43. Expanding internet connectivity	<input type="radio"/>	<input type="radio"/>
45. Strengthening the capacity of civil	<input type="radio"/>	<input type="radio"/>

**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 The Gambia. (Choose only TWO)

2. Government effectiveness/governance	<input type="radio"/>
4. Fight against HIV/AIDS and other communicable diseases	<input type="radio"/>
6. Macro-economic growth	<input type="radio"/>
8. Fight against Corruption	<input type="radio"/>
10. Access to education, quality of education	<input type="radio"/>
12. Higher education	<input type="radio"/>
14. Access to health services, quality of health care	<input type="radio"/>
16. Improving the effectiveness of the legal and regulatory system	<input type="radio"/>
18. Skills development, employment and income generating opportunities, specifically for young people	<input type="radio"/>
20. Improving environmental quality and protecting natural resources	<input type="radio"/>
22. Improving basic infrastructure (port, electricity, roads)	<input type="radio"/>
14. Enhancing opportunities for private sector investment including foreign investment	<input type="radio"/>
24. Agriculture development (crop production, processing) / Food security	<input type="radio"/>
26. Agriculture development (livestock)	<input type="radio"/>
28. Fishery	<input type="radio"/>
30. Improving trade and exports	<input type="radio"/>
32. Improve nutrition for vulnerable groups	<input type="radio"/>
34. Mitigate gender inequality	<input type="radio"/>
36. Promote regional cooperation	<input type="radio"/>
38. Mitigate the effects of climate change	<input type="radio"/>
40. Improving public financial management and procurement	<input type="radio"/>
42. Strengthening the national statistical system	<input type="radio"/>
44. Expanding internet connectivity	<input type="radio"/>
46. Strengthening the capacity of civil	<input type="radio"/>

- |     |  |                       |                       |  |
|-----|--|-----------------------|-----------------------|--|
|     | society and private sector organizations     |                       |                       | society and private sector organizations         |
| 47. | Empower local communities                    |                       |                       | 48. Empower local communities                    |
| 49. | Improving the quality of life in urban areas | <input type="radio"/> | <input type="radio"/> | 50. Improving the quality of life in urban areas |
| 51. | Other (please specify): _____                | <input type="radio"/> | <input type="radio"/> | 52. Other (please specify): _____                |
|     | _____  |                       |                       |  |

## **Section B. GENERAL ISSUES FACING THE GAMBIA (continued)**

- B4.** Sustainable economic growth can be driven by a number of factors. Which TWO areas below do you believe would contribute most to generating faster economic growth in The Gambia (these should be tailored to reflect issues in country). **(Choose no more than TWO)**
1. Government effectiveness/governance
  2. Fight against HIV/AIDS and other communicable diseases
  3. Fight against Corruption
  4. Access to basic education, quality of basic education
  5. Higher education
  6. Access to health services, quality of health care
  7. Improving the effectiveness of the legal and regulatory system
  8. Skills development, employment/ income generating opportunities, specifically for young people
  9. Improving environmental quality and protecting natural resources
  10. Improving basic infrastructure (port, electricity, roads)
  11. Enhancing opportunities for private sector investment including foreign investment
  12. Agriculture development (crop production, processing) / Food security
  13. Agriculture development (livestock)
  14. Fishery
  15. Improving trade and exports
  16. Improving nutrition for vulnerable groups
  17. Mitigate gender inequality
  18. Promote regional cooperation
  19. Mitigate the effects of climate change
  20. Improving public financial management and procurement
  21. Strengthening the national statistical system
  22. Expanding internet connectivity
  23. Strengthening the capacity of civil society and private sector organizations
  24. Empowering local communities
  25. Improving the quality of life in urban areas
  26. Other (please specify): \_\_\_\_\_

**Section C. OVERALL ATTITUDES TOWARD THE WORLD BANK**

**C1.** Overall, please rate your impression of the World Bank’s effectiveness in The Gambia on a scale of 1-10, 1 being “Not effective at all”, 10 being “Very effective.”

Very Unfavorable									Very Favorable	Don't know
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>										

**C2.** To which extent do the World Bank’s financial instruments meet the needs of The Gambia, on a scale of 1-10, 1 meaning “to no degree at all” , 10 meaning “to a very significant degree”

Very Unfavorable									Very Favorable	Don't know
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>										

**C3.** To which extent does the World Bank meet the needs of The Gambia 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”

Very Unfavorable									Very Favorable	Don't know
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>										

## Section C. OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

**C4.** Based on your observations of the World Bank in The Gambia,

1. What do you think the Bank considers its top priorities in The Gambia? **(Choose no more than TWO)**

2. 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 TWO)**

	What do you think the Bank considers its top priorities?	Where would it be most productive for the Bank to focus most of its resources?
	Choose TWO	CHOOSE TWO
1.	Government effectiveness/governance <input type="radio"/>	<input type="radio"/>
2.	Fight against HIV/AIDS and other communicable diseases <input type="radio"/>	<input type="radio"/>
3.	Macro-economic growth <input type="radio"/>	<input type="radio"/>
4.	Fight against Corruption <input type="radio"/>	<input type="radio"/>
5.	Access to basic education, quality of basic education <input type="radio"/>	<input type="radio"/>
6.	Higher education <input type="radio"/>	<input type="radio"/>
7.	Access to health services, quality of health care <input type="radio"/>	<input type="radio"/>
8.	Improving the effectiveness of the legal and regulatory system <input type="radio"/>	<input type="radio"/>
9.	Skills development, employment and income generating opportunities, specifically for young people <input type="radio"/>	<input type="radio"/>
10.	Improving environmental quality and protecting natural resources <input type="radio"/>	<input type="radio"/>
11.	Improving basic infrastructure (port, electricity, roads) <input type="radio"/>	<input type="radio"/>
14.	Enhancing opportunities for private sector investment including foreign investment <input type="radio"/>	<input type="radio"/>
12.	Agriculture development (crop production, processing) / Food security <input type="radio"/>	<input type="radio"/>
13.	Agriculture development (livestock) <input type="radio"/>	<input type="radio"/>
14.	Fishery <input type="radio"/>	<input type="radio"/>
15.	Improving trade and exports <input type="radio"/>	<input type="radio"/>
16.	Improving nutrition for vulnerable groups <input type="radio"/>	<input type="radio"/>
17.	Mitigate gender inequality <input type="radio"/>	<input type="radio"/>
18.	Promote regional cooperation <input type="radio"/>	<input type="radio"/>
19.	Mitigate the effects of climate change <input type="radio"/>	<input type="radio"/>
20.	Improving public financial management and procurement <input type="radio"/>	<input type="radio"/>
21.	Strengthening the national statistical system <input type="radio"/>	<input type="radio"/>
22.	Expanding internet connectivity <input type="radio"/>	<input type="radio"/>
23.	Strengthening the capacity of civil society and private sector organizations <input type="radio"/>	<input type="radio"/>
24.	Empowering local communities <input type="radio"/>	<input type="radio"/>
25.	Improving the quality of life in urban areas <input type="radio"/>	<input type="radio"/>
26.	Other (please specify): _____ <input type="radio"/>	<input type="radio"/>

**C5.** In your opinion, what should be the level of involvement of the World Bank in The Gambia'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/refused

## Section C. OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

**C6.** In broad terms of economic and social development, what is the “greatest” *value* brought by the World Bank to The Gambia? What is the “second greatest” value?

	Greatest value (Choose only ONE)	Second Greatest value (Choose only ONE)
1. The Bank’s knowledge (studies and analyses)	<input type="radio"/>	<input type="radio"/>
2. Technical advice	<input type="radio"/>	<input type="radio"/>
3. Policy and economic advice	<input type="radio"/>	<input type="radio"/>
4. Lending when others won’t	<input type="radio"/>	<input type="radio"/>
5. Convener/facilitator	<input type="radio"/>	<input type="radio"/>
6. Donor coordination	<input type="radio"/>	<input type="radio"/>
7. Ability to mobilize resources (from private sector, government, etc.)	<input type="radio"/>	<input type="radio"/>
8. Ability to build implementation capacity	<input type="radio"/>	<input type="radio"/>
9. Financial resources	<input type="radio"/>	<input type="radio"/>
10. Other (please specify) :	<input type="radio"/>	<input type="radio"/>
11. None of the above – (The World Bank serves no useful purposes)	<input type="radio"/>	<input type="radio"/>

**C7.** Which of the following do you identify as the Bank’s greatest weaknesses in its work in The Gambia? (**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. Bank management is not accessible
- 6. Bank staff are arrogant in their approach
- 7. Not enough public disclosure of its work
- 8. The Bank is too influenced by the US, or others (pls. specify \_\_\_\_\_)
- 9. World Bank procedures too slow and complex to show results on the ground in reasonable time
- 10. The interventions of the World Bank are inadequately aligned with country priorities
- 11. The Bank’s instruments are not flexible enough to respond to country needs
- 12. Other (please specify) : \_\_\_\_\_

## Section C. OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)

**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 The Gambia: **(choose no more than TWO)**

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

**C9.** In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there? **(Choose no more than TWO)**

- 27. NGOs
- 28. Local Government
- 29. Beneficiaries
- 30. Private Sector
- 31. Community Based Organizations (CBOs)
- 32. Donor community
- 33. Parliament
- 34. Media
- 35. Faith-based organizations
- 36. Other (please specify): \_\_\_\_\_

## Section C. OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)

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 The Gambia.

	Strongly Disagree										Strongly Agree	Don't Know
	1	2	3	4	5	6	7	8	9	10		
<b>C10.</b> Overall the Bank currently plays a relevant role in development in The Gambia	<input type="radio"/>											
<b>C11.</b> The Bank's work is aligned with what I consider the development priorities for this country.	<input type="radio"/>											
<b>C12.</b> The Bank's work reflects its own mission of poverty reduction	<input type="radio"/>											
<b>C13.</b> The World Bank recommends programs and strategies that are realistic for The Gambia	<input type="radio"/>											
<b>C14.</b> The World Bank treats clients and stakeholders in The Gambia with respect.	<input type="radio"/>											
<b>C15.</b> The World Bank collaborates with other donors here	<input type="radio"/>											
<b>C16.</b> The World Bank is responsive	<input type="radio"/>											
<b>C17.</b> Overall I like to work/interact with Bank staff	<input type="radio"/>											
<b>C18.</b> The Bank is an effective catalyst for discussion on issues related to poverty	<input type="radio"/>											
<b>C19.</b> In general, the strategies that the Bank recommends are sustainable over time	<input type="radio"/>											
<b>C20.</b> The World Bank's work promotes country ownership of development strategies	<input type="radio"/>											
<b>C21.</b> The Bank's work promotes the empowerment of poor people to participate in development	<input type="radio"/>											
<b>C22.</b> The World Bank imposes reasonable conditions on its lending	<input type="radio"/>											
<b>C23.</b> The Bank gives appropriate priority to growth issues	<input type="radio"/>											

## 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 The Gambia. 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 The Gambia.

	Level of IMPORTANCE						Level of EFFECTIVENESS					
	Not important at all	Fairly unimportant	Average	Fairly important	Very important	Don't know	Not effective at all	Fairly ineffective	Average	Fairly effective	Very effective	Don't know
D1. Helping to reduce poverty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D2. Helping to strengthen the government's effectiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D3. Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D4. Helping to bring about macro-economic growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D5. Fighting against corruption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D6. Helping to increase access and quality of basic education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D7. Helping to strengthen higher education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D8. Helping to improve the legal and regulatory systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D9. Helping to increase professional skills, employment and income generation, specifically for young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D10. Helping to strengthen environment and natural resources management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D11. Helping to improve basic infrastructure (electricity, roads, port)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D12. Helping to improve the investment climate for private sector growth and attracting foreign investment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D13. Helping to strengthen the agricultural sector / food security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D14. Helping to strengthen the fisheries sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D15. Ensuring that attention is paid to gender disparities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D16. Helping to integrate The Gambia into the global and/or sub-regional economy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D17. Helping to improve nutrition for vulnerable groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D18. Helping The Gambia adapt to/avert risk of climate change	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D19. Helping to strengthen the public financial management and procurement system												
D20. Help strengthening the national statistical system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D21. Helping to expand internet connectivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D22. Helping to strengthen the capacity of civil society and private sector organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D23. Helping to empower local communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D24. Helping to improve the quality of life in urban areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						

## 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:

### Level of World Bank Effectiveness

	Not Effective at all	Fairly Ineffective	Average	Fairly Effective	Very Effective	Don't know
E1. Technical competence	<input type="radio"/>					
E2. Producing "knowledge" (studies, analyses) that is useful	<input type="radio"/>					
E3. Making the results of studies and analyses readily available	<input type="radio"/>					
E4. Sharing knowledge about international best practices	<input type="radio"/>					
E5. Ability to adapt its knowledge to your country's needs	<input type="radio"/>					
E6. Ensuring its staff is accessible	<input type="radio"/>					
E7. Providing sound policy and economic advice	<input type="radio"/>					
E8. Straightforwardness in its dealings with you	<input type="radio"/>					
E9. Maintaining consistent messages	<input type="radio"/>					
E10. Promoting the inclusion of local communities (beneficiaries) in the development of strategies	<input type="radio"/>					
E11. Promoting the inclusion of civil society (NGOs, religious groups, interest groups) in the development of strategies	<input type="radio"/>					
E12. Promoting the inclusion of local project experts in the development of strategies	<input type="radio"/>					
E13. Promoting the inclusion of private sector in the development of strategies	<input type="radio"/>					
E14. Giving appropriate priority to poverty reduction	<input type="radio"/>					
E15. Lending in a way that promotes effective development	<input type="radio"/>					

## Section F. PROJECT/PROGRAM RELATED ISSUES

The following section should be filled out only by respondents who have/have had direct experience and/or involvement in the implementation of World Bank programs and/or projects.

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	<input type="radio"/>											
F2. The Bank disburses funds promptly	<input type="radio"/>											
F3. The Bank works efficiently	<input type="radio"/>											
F4. The Bank effectively monitors and evaluates the projects and programs it supports	<input type="radio"/>											
F5. The Bank helps to build capacity at the community level	<input type="radio"/>											
F6. The Bank helps to build capacity of government officials	<input type="radio"/>											
F7. The Bank provides strategic advice and helps strengthening country systems	<input type="radio"/>											
F8. The Bank and partners in government collaborate well together on Bank supported programs and projects in The Gambia	<input type="radio"/>											
F9. The Bank helps to strengthen institutional capacity.	<input type="radio"/>											
F10. The Government supports and takes responsibility for development efforts in The Gambia	<input type="radio"/>											
F11. The Bank's procurement requirements are reasonable	<input type="radio"/>											

## SECTION G: THE FUTURE ROLE OF THE WORLD BANK IN THE GAMBIA

**G1. How significant a role do you believe the World Bank should play in **XXXX**'s development over the medium term in the near future? (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 **XXXX**? (Choose only ONE)**

1	Improve the quality of its experts as related to <b>XXXX</b> 's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advice and advocacy issues
4	Improve the competitiveness of its financing (e.g., cost, timeliness and other terms) compared to markets
5	Offer more innovative financial products
6	Offer more innovative knowledge services
7	Other (please specify): _____

**G3. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose TWO only)**

1	The World Bank works inefficiently/too slowly
2	Government works inefficiently/too slowly
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	Lack of/inadequate levels of capacity in government
6	Political pressures and obstacles
7	Reforms are not well thought out in light of country challenges
8	Other

## Section H. COMMUNICATION AND OUTREACH

**H1.** From where do you get most of your information about economic and social development issues in The Gambia? **(Choose no more than TWO)**

- |   |   |
|---|---|
| <input type="radio"/> 1. Local newspapers         | <input type="radio"/> 6. International television                   |
| <input type="radio"/> 2. International newspapers | <input type="radio"/> 7. Periodicals (e.g., journals and magazines) |
| <input type="radio"/> 3. Local radio              | <input type="radio"/> 8. Internet                                   |
| <input type="radio"/> 4. International radio      | <input type="radio"/> 9. Social media: facebook, twitter, youtube   |
| <input type="radio"/> 5. Local television         | <input type="radio"/> 10. Other (please specify):                   |

**H2.** From where do you get most of your information about the World Bank's development activities in The Gambia? **(Choose no more than TWO)**

- |   |  |
|---|--|
| <input type="radio"/> 1. Local newspapers                                     | <input type="radio"/> 8. Blogs   |
| <input type="radio"/> 2. International newspapers                             | <input type="radio"/> 9. Internet  |
| <input type="radio"/> 3. Local radio  | <input type="radio"/> 10. World Bank conferences, seminars, workshops      |
| <input type="radio"/> 4. International radio                                  | <input type="radio"/> 11. World Bank publications, materials               |
| <input type="radio"/> 5. Local television                                     | <input type="radio"/> 12. World Bank website                               |
| <input type="radio"/> 6. International television                             | <input type="radio"/> 13. Direct contact/interaction with World Bank staff |
| <input type="radio"/> 7. Periodicals (e.g., journals and magazines). Internet | <input type="radio"/> 14. 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.** 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

1	Yes
2	No

**H5.** Have you requested information from the World Bank on its activities in the past year? (If yes please go to Question H6)

1	Yes
2	No

**H6. Were you able to obtain this information?**

1	Yes
2	No

**H3.** Do you have access to the internet:  Yes  No

**H4.** I use/have used the World Bank website:  Yes  No

**H5a.** I primarily use:  The World Bank's country website [www.worldbank.org/The Gambia]

The World Bank's main website [www.worldbank.org]

**H5b.** The Internet connection I mainly use when visiting a World Bank website is:

High speed  Dial-up

**H5c.** When I visit the World Bank website, I am generally looking for:

1. Project information  2. Country information  3. Data

4. News  5. Other (please specify): \_\_\_\_\_

**H5d.** I generally use the World Bank's website in:  1. English  2. French

**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		
H11.	The World Bank's Knowledge Space is a valuable source of information related to development in XXXX. (Only answer if you have used)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
H12.	I find the Bank websites easy to navigate. (Only answer if you have used a Bank website)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
H13.	I find the information on the Bank's websites useful. (Only answer if you have used a Bank website)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
H14.	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"/>	
H15.	The Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	