

## Appendix F: Indonesia FY 2012 Questionnaire



### **World Bank Client Survey FY12 – Indonesia**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Indonesia 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 Indonesia, 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 Indonesia. The World Bank commissioned an independent firm to oversee the logistics of this effort in Indonesia. 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.

**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 INDONESIA**

<b>A1. In general would you say that Indonesia is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES FACING INDONESIA (CONT...)**

<b>A2. Listed below are a number of development priorities in INDONESIA .</b>				
Please identify which of these you consider the FIRST, SECOND, and THIRD most important development priority.		<b>FIRST most important priority (Choose only ONE)</b>	<b>SECOND most important priority (Choose only ONE)</b>	<b>THIRD most important priority (Choose only ONE)</b>
1	Reformasi birokrasi dan tata kelola (bureaucratic reform and governance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Program aksi bidang pendidikan (education)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Rencana aksi bidang kesehatan (health care)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Penanggulangan kemiskinan (poverty alleviation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Program aksi di bidang pangan (food security)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Program aksi di bidang infrastruktur (infrastructure)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Iklim investasi dan iklim usaha (investment and business climate)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Program aksi di bidang energi (energy sector)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Program aksi di bidang lingkungan hidup dan pengelolaan bencana (environment and disaster risk management)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Daerah tertinggal, terdepan, terluar, dan pasca konflik (disadvantaged, borders, and post conflict areas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Kebudayaan, kreativitas, dan inovasi teknologi (culture, creativity, and technology innovation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Bidang kesejahteraan rakyat (people's welfare)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Bidang perekonomian (economy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Bidang politik, hukum, dan keamanan (politics, law, and security)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION A: GENERAL ISSUES FACING INDONESIA (CONT...)**

<b>A 3. Poverty reduction is a broad term that encompasses work in many different areas.</b>	
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in INDONESIA ? (Choose no more than THREE)</b>	
1	Energy
2	Water and sanitation
3	Equality of opportunity (i.e., equity)
4	Economic growth
5	Climate change (e.g., mitigation, adaptation)
6	Disaster management
7	Regional integration
8	Gender
9	Rural development
10	Urban development
11	Education
12	Regulatory framework
13	Basic infrastructure
14	Social protection
15	Law and justice (e.g., judicial system)
16	Transport (e.g., roads, bridges, transportation)
17	Communicable/non-communicable disease
18	Global information and communications technology
19	Public sector governance
20	Domestic private sector development
21	Foreign investment
22	Global integration
23	Food security
24	Monitoring and evaluation
25	Natural resource management (e.g., oil, gas, mining)
26	Environmental sustainability
27	Health
28	Public financial management (e.g., public expenditure, fiscal system reform)
29	Agricultural development
30	Labor markets/job creation/employment
31	Financial markets
32	Trade and exports
33	Anti corruption

**SECTION A: GENERAL ISSUES FACING INDONESIA (CONT...)**

<b>A4. Economic growth can be driven by a number of factors.</b>	
<b>Which THREE areas below do you believe would contribute most to generating economic growth in INDONESIA ? (Choose no more than THREE)</b>	
1	Poverty reduction
2	Energy
3	Equality of opportunity (i.e., equity)
4	Social protection
5	Global integration
6	Climate change (e.g., mitigation, adaptation)
7	Anti corruption
8	Disaster management
9	Rural development
10	Foreign 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	Public sector governance
19	Regional integration
20	Domestic private sector development
21	Labor markets/job creation/employment
22	Agricultural development
23	Food security
24	Transport (e.g., roads, bridges, transportation)
25	Monitoring and evaluation
26	Gender
27	Natural resource management (e.g., oil, gas, mining)
28	Environmental sustainability
29	Health
30	Basic infrastructure
31	Law and justice (e.g., judicial system)
32	Public financial management (e.g., public expenditure, fiscal system reform)
33	Financial markets

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>B1. How familiar are you with the work of the World Bank in INDONESIA , on a ten point scale?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

<b>B2. Overall, please rate your impression of the World Bank's effectiveness in INDONESIA , on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't Know

To what extent do you believe ...													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B3</b>	The World Bank's financial instruments (i.e. investment lending, Development Policy Loan, Trust Fund, Program 4 Result, etc) meet the needs of INDONESIA, on a ten point scale?	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B4</b>	The World Bank meets INDONESIA's needs for knowledge services (e.g., research, analysis, technical assistance), on a ten point scale?	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B5</b>	The World Bank SHOULD seek to influence the global development agenda, on a ten point scale?	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B6</b>	The World Bank DOES seek to influence the global development agenda, on a ten point scale?	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>B7. When thinking about how the World Bank can have the most impact on development results in INDONESIA , in which sectoral areas do you believe the World Bank should focus most of its attention and resources in INDONESIA ? (Choose no more than THREE)</b>	
1	Reformasi birokrasi dan tata kelola (bureaucratic reform and governance)
2	Program aksi bidang pendidikan (education)
3	Rencana aksi bidang kesehatan (health care)
4	Penanggulangan kemiskinan (poverty alleviation)
5	Program aksi di bidang pangan (food security)
6	Program aksi di bidang infrastruktur (infrastructure)
7	Iklim investasi dan iklim usaha (investment and business climate)
8	Program aksi di bidang energi (energy sector)
9	Program aksi di bidang lingkungan hidup dan pengelolaan bencana (environment and disaster risk management)
10	Daerah tertinggal, terdepan, terluar, dan pasca konflik (disadvantaged, borders, and post conflict areas)
11	Kebudayaan, kreativitas, dan inovasi teknologi (culture, creativity, and technology innovation)
12	Bidang kesejahteraan rakyat (people's welfare)
13	Bidang perekonomian (economy)
14	Bidang politik, hukum, dan keamanan (politics, law, and security)

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

<b>B8. 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 INDONESIA ?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
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 (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B9. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in INDONESIA ? (Choose no more than TWO)</b>	
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 politics and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Other (please specify): _____

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)****B10. Which World Bank instruments do you believe are the MOST effective in reducing poverty in INDONESIA ? (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	Don't know

**B11. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in INDONESIA ? (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	Don't know

**B12. 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)**

1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	Other (please specify): _____



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

To what extent do you agree with the following statements about the World Bank's work in INDONESIA , on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B13</b>	Overall the World Bank currently plays a relevant role in development in INDONESIA											<input type="checkbox"/>	
<b>B14</b>	The World Bank's work is aligned with what I consider the development priorities for this country											<input type="checkbox"/>	
<b>B15</b>	The World Bank supports programs and strategies that are realistic for INDONESIA											<input type="checkbox"/>	
<b>B16</b>	The World Bank treats clients and stakeholders in INDONESIA with respect											<input type="checkbox"/>	

To what extent is the World Bank an effective development partner in INDONESIA 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		
<b>B17</b>	Follow up and follow through											<input type="checkbox"/>	
<b>B19</b>	*Responsiveness											<input type="checkbox"/>	
<b>B20</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>	
<b>B21</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
<b>B22</b>	Being inclusive											<input type="checkbox"/>	
<b>B23</b>	Openness (sharing data and other information)											<input type="checkbox"/>	
<b>B24</b>	Staff accessibility											<input type="checkbox"/>	
<b>B25</b>	Straightforwardness and honesty											<input type="checkbox"/>	
<b>B26</b>	Collaboration with groups outside of the Government											<input type="checkbox"/>	
<b>B27</b>	Collaboration with the Government											<input type="checkbox"/>	
<b>B28</b>	Collaboration with other donors											<input type="checkbox"/>	

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

<b>B29. 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 TWO)</b>	
1	The World Bank works inefficiently/too slowly
2	The Government works inefficiently/too slowly
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	Other (please specify): _____

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS**

**C1. To what degree does the World Bank's work, help achieve sustainable development results in Indonesia , on a ten point scale?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't Know

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

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in INDONESIA , on a ten point scale?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C2</b>	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C3</b>	Global information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C4</b>	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C6</b>	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C7</b>	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C8</b>	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C9</b>	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C10</b>	Communicable/non-communicable disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C11</b>	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C12</b>	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C13</b>	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C14</b>	Foreign investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C15</b>	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C16</b>	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C17</b>	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C18</b>	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C19</b>	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C20</b>	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C21</b>	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C22</b>	Labor markets/job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C23</b>	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C24</b>	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C25</b>	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C26</b>	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C27</b>	Global integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C28</b>	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C29</b>	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C30</b>	Social protection	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C31</b>	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C32</b>	Public sector governance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C33</b>	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C34</b>	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C35</b>	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION D: THE WORLD BANK'S KNOWLEDGE

D1. When thinking about the development challenges in INDONESIA , 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 governance
2	Gender
3	Domestic private sector development
4	Foreign investment
5	Water and sanitation
6	Trade and exports
7	Economic growth
8	Energy
9	Disaster management
10	Monitoring and evaluation
11	Education
12	Social protection
13	Climate change (e.g., mitigation, adaptation)
14	Poverty reduction
15	Law and justice (e.g., judicial system)
16	Anti corruption
17	Financial markets
18	Equality of opportunity (i.e., equity)
19	Urban development
20	Regional integration
21	Global information and communications technology
22	Transport (e.g., roads, bridges, transportation)
23	Agricultural development
24	Natural resource management (e.g., oil, gas, mining)
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Labor markets/job creation/employment
27	Health
28	Rural development
29	Global integration
30	Food security
31	Environmental sustainability
32	Regulatory framework
33	Basic infrastructure
34	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 ...												
		Not effective at all								Very effective		Don't know
<b>D2</b>	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D3</b>	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	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 ...												
		To no degree at all								To a very significant degree		Don't know
<b>D7</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D9</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D10</b>	Are relevant to INDONESIA 's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D11</b>	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D12</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D13</b>	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D14</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D15</b>	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D16</b>	Are adaptable to INDONESIA '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...)**

<b>D18.</b> 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

<b>D19.</b> 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**

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	
<b>E1</b>	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	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"/>
<b>E3</b>	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"/>
<b>E4</b>	The World Bank's safeguard policy requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Working with the World Bank increases INDONESIA 's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E9</b>	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"/>



**SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN INDONESIA**

**F1. How significant a role do you believe the World Bank SHOULD play in INDONESIA '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 INDONESIA? (Choose no more than TWO)**

1	Improve the quality of its experts as related to INDONESIA '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 INDONESIA 's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Others (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. Where do you get most of your information about economic and social development issues in INDONESIA ? (Choose no more than TWO)</b>	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Blogs
10	Mobile phones
11	Instant messaging
12	Other (please specify): _____

<b>G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Others (please specify): _____

<b>G3</b>	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?	<b>Yes</b>	<b>No</b>
<b>G4</b>	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)	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>

**SECTION G: COMMUNICATION AND INFORMATION SHARING (CONT...)**

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

<b>G9. Do you use/have you used the World Bank's Public Information Centers (PICs) in INDONESIA ?</b>	
1	Yes
2	No
3	I don't know what PIC is

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree								Strongly agree		Don't know	
G10	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"/>	
G11	The World Bank's PIC is a valuable source of information related to development in INDONESIA . (Only answer if you have used the PIC)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G12	I find the World Bank websites easy to navigate. (Only answer if you have used a World Bank website)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G13	I find the information on the World Bank's websites useful. (Only answer if you have used a World Bank website)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G14	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"/>	
G15	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**

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

**SECTION H: BACKGROUND INFORMATION (CONT...)**

<b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	
1	Agricultural development
2	Anti corruption
3	Basic infrastructure
4	Climate change (e.g., mitigation, adaptation)
5	Communicable/non-communicable disease
6	Disaster management
7	Domestic private sector development
8	Economic growth
9	Education
10	Energy
11	Environmental sustainability
12	Equality of opportunity (i.e., equity)
13	Financial markets
14	Food security
15	Foreign investment
16	Gender
17	Global information and communications technology
18	Global integration
19	Health
20	Labor markets/job creation/employment
21	Law and justice (e.g., judicial system)
22	Monitoring and evaluation
23	Natural resource management (e.g., oil, gas, mining)
24	Poverty reduction
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Public sector governance
27	Regional integration
28	Regulatory framework
29	Rural development
30	Social protection
31	Trade and exports
32	Transport (e.g., roads, bridges, transportation)
33	Urban development
34	Water and sanitation
35	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 INDONESIA ? (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	Jabodetabek
2	Outside of Jabodetabek but still in Java
3	Outside of Java

**Thank you for completing the survey!**