

Appendix G: Jamaica FY 2013 Questionnaire



World Bank Country Survey FY13 – Jamaica

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

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

A2. Listed below are a number of development priorities in Jamaica.			
Please identify which of the following you consider the most important development priorities in Jamaica? (Choose no more than THREE)			
1	Social protection (e.g., pensions, social security for the most vulnerable groups)	14	Public health management and access (incl. epidemic/pandemic containment and lifestyle illnesses)
2	Public infrastructure (e.g., roads, bridges, transportation)	15	Education and skills development (incl. life skills, numeracy and entrepreneurship)
3	Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)	16	Information and communications technology (incl. digitization of public records and integration into the global economy)
4	Global/regional integration	17	Poverty reduction
5	Gender equity/mainstreaming	18	Disaster management and mitigation
6	Domestic private sector development	19	Trade and exports
7	Foreign direct investment	20	Crime and violence
8	Water and sanitation	21	Sustainable economic growth
9	Anti-corruption (incl. access to information)	22	Law and justice (e.g., judicial system)
10	Job creation/employment and entrepreneurship	23	Equality of opportunity (i.e., equity)
11	Agriculture, rural development and food security	24	Environmental sustainability and climate change
12	Urban renewal and development	25	Energy (e.g., renewable, alternative sources)
13	Social cohesion		

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 Jamaica? (Choose no more than THREE)			
1	Global/regional integration	13	Disaster management and mitigation
2	Gender equity/mainstreaming	14	Trade and exports
3	Domestic private sector development	15	Crime and violence
4	Social protection (e.g., pensions, social security for the most vulnerable groups)	16	Public health management and access (incl. epidemic/pandemic containment and lifestyle illnesses)
5	Foreign direct investment	17	Sustainable economic growth
6	Water and sanitation	18	Law and justice (e.g., judicial system)
7	Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)	19	Information and communications technology (incl. digitization of public records and integration into the global economy)
8	Anti-corruption (incl. access to information)	20	Equality of opportunity (i.e., equity)
9	Job creation/employment and entrepreneurship	21	Environmental sustainability and climate change
10	Agriculture, rural development and food security	22	Energy (e.g., renewable, alternative sources)
11	Public infrastructure (e.g., roads, bridges, transportation)	23	Education and skills development (incl. life skills, numeracy and entrepreneurship)
12	Urban renewal and development	24	Social cohesion

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 Jamaica? (Choose no more than THREE)			
1	Water and sanitation	13	Information and communications technology (incl. digitization of public records and integration into the global economy)
2	Gender equity/mainstreaming	14	Trade and exports
3	Domestic private sector development	15	Crime and violence
4	Global/regional integration	16	Disaster management and mitigation
5	Foreign direct investment	17	Law and justice (e.g., judicial system)
6	Agriculture, rural development and food security	18	Education and skills development (incl. life skills, numeracy and entrepreneurship)
7	Equality of opportunity (i.e., equity)	19	Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)
8	Anti-corruption (incl. access to information)	20	Environmental sustainability and climate change
9	Job creation/employment and entrepreneurship	21	Energy (e.g., renewable, alternative sources)
10	Social protection (e.g., pensions, social security for the most vulnerable groups)	22	Public health management and access (incl. epidemic/pandemic containment and lifestyle illnesses)
11	Public infrastructure (e.g., roads, bridges, transportation)	23	Urban renewal and development
12	Social cohesion		

SECTION A: GENERAL ISSUES

A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Jamaica? (Choose no more than TWO)

1	A growing middle class
2	Better employment opportunities for young people
3	Better employment opportunities for women
4	Education and training that better ensure job opportunity
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	Greater access to micro-finance for the poor
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	Greater voice and participation for citizens to help ensure greater accountability
12	Better quality public services
13	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

How familiar are you with the work of these organizations in Jamaica, on a ten point scale?

		Not familiar at all										Extremely familiar	Don't know
B1	World Bank (WB/BM)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B2	International Monetary Fund (IMF/FMI)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B3	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B4	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B5	Central American Bank for Economic Integration (CABEI/BCiE)	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 Jamaica, on a ten point scale?

		Not familiar at all										Extremely familiar	Don't know
B6	World Bank (WB/BM)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B7	International Monetary Fund (IMF/FMI)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B8	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B9	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B10	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Jamaica 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

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

1	Public infrastructure (e.g., roads, bridges, transportation)	14	Education and skills development (incl. life skills, numeracy and entrepreneurship)
2	Global/regional integration	15	Poverty reduction
3	Foreign direct investment	16	Crime and violence
4	Gender equity/mainstreaming	17	Disaster management and mitigation
5	Social protection (e.g., pensions, social security for the most vulnerable groups)	18	Public health management and access (incl. epidemic/pandemic containment and lifestyle illnesses)
6	Domestic private sector development	19	Trade and exports
7	Water and sanitation	20	Sustainable economic growth
8	Agriculture, rural development and food security	21	Environmental sustainability and climate change
9	Anti-corruption (incl. access to information)	22	Law and justice (e.g., judicial system)
10	Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)	23	Information and communications technology (incl. digitization of public records and integration into the global economy)
11	Urban renewal and development	24	Energy (e.g., renewable, alternative sources)
12	Job creation/employment and entrepreneurship	25	Equality of opportunity (i.e., equity)
13	Social cohesion		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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 Jamaica?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<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 Jamaica? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Jamaica
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 processes too slow and complex
12	Too bureaucratic in its operational policies and procedures
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not client focused
16	Inadequate number of World Bank staff members located in the country
17	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Jamaica? (Choose no more than TWO)	
1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

B8. 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

B9. 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	Civil society (e.g., Community Based Organizations, Faith-Based Organizations)
6	International donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Non-Parliamentary political caucuses (e.g., former members of Government, prominent political figures, caretakers, etc.)
12	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B10	Overall the World Bank currently plays a relevant role in development in Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B11	The World Bank's work is aligned with what I consider the development priorities for Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B12	The World Bank supports programs and strategies that are realistic for Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B13	The World Bank treats clients and stakeholders in Jamaica with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B19	The World Bank effectively supports public policy priorities of Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B20	The World Bank assists Jamaica to reduce social exclusion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B23	The World Bank is a client oriented organization in Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B24	The World Bank is an organization that does not represent a particular ideological perspective in Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B25	The World Bank 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"/>
B26	The World Bank respects the positions, views and demands of the Government of Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B27	The World Bank is genuinely interested in knowing the opinions of the main stakeholders of Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B28. When considering the national development needs in Jamaica, to what extent does the combination of financial, knowledge and convening services that the World Bank currently provides meet the national development needs of Jamaica, 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

To what extent is the World Bank an effective development partner in Jamaica, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B14	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	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"/>	
B22	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B25. When World Bank assisted reform efforts 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 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 (incl. corruption)
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	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 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 Jamaica, 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	Social protection (e.g., pensions, social security for the most vulnerable groups)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C2	Public infrastructure (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C3	Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Gender equity/mainstreaming	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Anti-corruption (incl. access to information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Job creation/employment and entrepreneurship	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Agriculture, rural development and food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Urban renewal and development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Public health management and access (incl. epidemic/ pandemic containment and lifestyle illnesses)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Education and skills development (incl. life skills, numeracy and entrepreneurship)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Information and communications technology (incl. digitization of public records and integration into the global economy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Disaster management and mitigation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	Sustainable economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Environmental sustainability and climate change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Energy (e.g., renewable, alternative sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C26. To what extent does the World Bank's work help to achieve development results in Jamaica, 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 Jamaica, on a ten point scale?														
		Strongly disagree										Strongly agree		Don't know
C27	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Jamaica	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C28	The World Bank meets Jamaica'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'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D1. How frequently do you consult World Bank knowledge work and activities in the work you do?

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

D2. When thinking about the development challenges in Jamaica, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

1	Public infrastructure (e.g., roads, bridges, transportation)	14	Education and skills development (incl. life skills, numeracy and entrepreneurship)
2	Global/regional integration	15	Poverty reduction
3	Foreign direct investment	16	Crime and violence
4	Gender equity/mainstreaming	17	Disaster management and mitigation
5	Social protection (e.g., pensions, social security for the most vulnerable groups)	18	Public health management and access (incl. epidemic/pandemic containment and lifestyle illnesses)
6	Domestic private sector development	19	Trade and exports
7	Water and sanitation	20	Sustainable economic growth
8	Agriculture, rural development and food security	21	Environmental sustainability and climate change
9	Anti-corruption (incl. access to information)	22	Law and justice (e.g., judicial system)
10	Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)	23	Information and communications technology (incl. digitization of public records and integration into the global economy)
11	Urban renewal and development	24	Energy (e.g., renewable, alternative sources)
12	Job creation/employment and entrepreneurship	25	Equality of opportunity (i.e., equity)
13	Social cohesion		

In Jamaica, how effective do you believe the World Bank's knowledge work and activities are at:

		Not effective at all										Very effective	Don't know
D3	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION D: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (I.E., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

In Jamaica, to what extent do you believe that the World Bank's knowledge work and activities:												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	
D6	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are relevant to Jamaica's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D14	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15	Are adaptable to Jamaica's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10			
Not significant at all									Very significant		<input type="checkbox"/> Don't know	

D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10			
Very low technical quality									Very high technical quality		<input type="checkbox"/> Don't know	

D15	Have you read/consulted the most recent LAC Flagship Report? (If YES please go to D16; if NO please go to E1)	Yes	No
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D16. To what extent do you believe the Flagship Report raised substantive new information and insight that you were not aware of prior to reading, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10			
To no degree at all									To a very significant degree		<input type="checkbox"/> Don't know	

D17. To what extent do you believe the Flagship Report provided you with useful information in terms of the work you do, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10			
To no degree at all									To a very significant degree		<input type="checkbox"/> 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 Jamaica'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"/>

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 F: THE FUTURE ROLE OF THE WORLD BANK IN JAMAICA

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

1	Improve the quality of its experts as related to Jamaica'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	Reach out more to groups outside of government
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on Jamaica's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Increase availability of Fee-Based services
11	Work faster
12	Other (please specify): _____

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 Jamaica?

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

F5. When considering the combination of services that the World Bank Group offers in Jamaica, 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 Jamaica (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 Jamaica

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Jamaica? (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 Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Other (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

G8. Which do you primarily use? (Please mark only ONE response)	
1	The World Bank's country website (www.worldbank.org/jm)
2	The World Bank's main website (www.worldbank.org)

G9. Which Internet connection do you use primarily when visiting a World Bank website?	
1	High speed
2	Dial-up

G10. Do you use/have you used the World Bank's Public Information Centers (PICs) in Jamaica?	
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	
		1	2	3	4	5	6	7	8	9	10		
G11	I use/consult World Bank data more currently than I did a few years ago											<input type="checkbox"/>	
G12	The World Bank's PIC is a valuable source of information related to development in Jamaica. <i>(Only answer if you have used the PIC)</i>											<input type="checkbox"/>	
G13	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>											<input type="checkbox"/>	
G14	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>											<input type="checkbox"/>	
G15	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)											<input type="checkbox"/>	
G16	The World Bank is responsive to my information requests and inquiries											<input type="checkbox"/>	

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SECTION H: BACKGROUND INFORMATION

H1. 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 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): _____

H2. 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

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 Jamaica? (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	Kingston Metropolitan Region and urban St. Catherine
2	Western Jamaica (the county of Cornwall)
3	South Coast (St. Thomas, rural St. Catherine, Clarendon and Manchester)
4	North Coast (St. Ann, St. Mary, Portland)

Thank you for completing the survey!