

Appendix F: WEST BANK AND GAZA FY 2013 Questionnaire



World Bank Country Survey FY13 –West Bank and Gaza

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

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

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in West Bank and Gaza.			
Please identify which of the following you consider the most important development priorities in West Bank and Gaza? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	21	Poverty reduction
2	Transport (e.g., roads, bridges, transportation)	22	Food security
3	Security/stabilization/reconstruction	23	Movement and access improvement
4	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24	Social cohesion - Palestinian reconciliation
5	Global/regional integration	25	Climate change (e.g., mitigation, adaptation)
6	Gender	26	Agricultural development
7	Domestic private sector development	27	Trade and exports
8	Foreign direct investment	28	Crime and violence
9	Civil society development	29	Peace with Israel
10	Water and sanitation	30	Economic growth
11	Energy	31	Law and justice (e.g., judicial system)
12	Regional conflict and tensions	32	Regulatory framework
13	Job creation/employment	33	Communicable/non-communicable diseases
14	Rural development	34	Infrastructure
15	Financial markets	35	Local governance and institutions
16	Urban development	36	Natural resource management (e.g., oil, gas, mining)
17	Environmental sustainability	37	Anti corruption
18	Equality of opportunity (i.e., equity)	38	Disaster management
19	Health	39	Information and communications technology
20	Education		

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

SECTION A: GENERAL ISSUES

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

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SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

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

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

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

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 West Bank and Gaza?

		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	Strategy formulation	<input type="checkbox"/>	<input type="checkbox"/>
13	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 West Bank and Gaza? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in West Bank and Gaza
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	Its advice and strategies do not lend themselves to practical problem solving
17	Not focused enough on issues that are unique to post-conflict countries
18	Inadequate number of World Bank staff members located in the country
19	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 West Bank and Gaza? (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	Co-financing arrangements (i.e., with other donors)
8	Sector-wide approaches
9	Emergency Recovery lending
10	Other (please specify): _____
11	Don't know

B8. 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	Donor community
6	Foundations
7	Academia/think tanks/research institutes
8	Parliament
9	Media
10	Faith based organizations
11	Emerging donors
12	UN agencies
13	Regional organizations (e.g., Islamic Development Bank and Arab donors)
14	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 West Bank and Gaza, on a ten point scale?												
		Strongly disagree									Strongly agree	Don't know
B10	Overall the World Bank currently plays a relevant role in development in West Bank and Gaza	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 West Bank and Gaza	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 West Bank and Gaza	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	The World Bank treats clients and stakeholders in West Bank and Gaza with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent is the World Bank an effective development partner in West Bank and Gaza, in terms of each of the following?												
		To no degree at all									To a very significant degree	Don't know
B14	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Flexibility (in terms of the institution'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"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Ongoing conflict and instability
11	Inadequate funding
12	Other (please specify): _____

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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 West Bank and Gaza, on a ten point scale?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C3	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Movement and access improvement	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Civil society development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C27. To what extent does the World Bank's work help to achieve development results in West Bank and Gaza, 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

C28. To what extent does the World Bank help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in West Bank and Gaza, 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 West Bank and Gaza, on a ten point scale?														
		Strongly disagree										Strongly agree		Don't know
C29	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of West Bank and Gaza	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C30	The World Bank meets West Bank and Gaza'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 West Bank and Gaza, 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 sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Urban development
2	Gender	21	Education
3	Social cohesion	22	Crime and violence
4	Domestic private sector development	23	Movement and access improvement
5	Foreign direct investment	24	Global/regional integration
6	Water and sanitation	25	Information and communications technology
7	Trade and exports	26	Local governance and institutions
8	Energy	27	Transport (e.g., roads, bridges, transportation)
9	Regional conflict and tensions	28	Agricultural development
10	Disaster management	29	Natural resource management (e.g., oil, gas, mining)
11	Social protection (e.g., pensions, targeted social assistance)	30	Job creation/employment
12	Climate change (e.g., mitigation, adaptation)	31	Health
13	Poverty reduction	32	Economic growth
14	Law and justice (e.g., judicial system)	33	Rural development
15	Security/stabilization/reconstruction	34	Food security
16	Anti corruption	35	Environmental sustainability
17	Financial markets	36	Regulatory framework
18	Equality of opportunity (i.e., equity)	37	Infrastructure
19	Civil society development	38	Communicable/non-communicable diseases

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

In West Bank and Gaza, 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"/>

In West Bank and Gaza, 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
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 West Bank and Gaza'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 source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11	Are accessible (well written and easy to understand)	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 West Bank and Gaza'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	<input type="checkbox"/>	
Not significant at all								Very significant		Don't know	

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

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	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

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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 West Bank and Gaza's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E10	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E11. To what extent do you believe the World Bank is adequately staffed in West Bank and Gaza, on a ten point scale?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN WEST BANK AND GAZA

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

1	Focus primarily on advocacy issues
2	Improve the quality of its experts as related to West Bank and Gaza's specific challenges
3	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
4	Reach out more to groups outside of government
5	Reduce the complexity of obtaining World Bank financing
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on West Bank and Gaza's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Work faster
11	Increase the level of World Bank staffing in West Bank and Gaza's office
12	Other (please specify): _____

F3. Below is a list of development priorities in West Bank and Gaza. Please answer the following questions:

Choose no more than THREE for each column		A. Which THREE areas below would benefit most from the World Bank playing a leading role among international partners in West Bank and Gaza?	B. Which THREE areas below would benefit most from other donors in West Bank and Gaza?
1	Building capacity of state institutions (national and local levels)	<input type="checkbox"/>	<input type="checkbox"/>
2	Strengthening public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Ensuring legal and institutional reforms	<input type="checkbox"/>	<input type="checkbox"/>
4	Strengthening public safety and security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
5	Investing in national infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
6	Increasing access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
7	Building social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
8	Generating jobs	<input type="checkbox"/>	<input type="checkbox"/>
9	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
10	Increasing social cohesion (justice and equality)	<input type="checkbox"/>	<input type="checkbox"/>
11	Modernizing and developing the education system	<input type="checkbox"/>	<input type="checkbox"/>
12	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>
13	Encouraging private sector investment	<input type="checkbox"/>	<input type="checkbox"/>
14	Improving health services	<input type="checkbox"/>	<input type="checkbox"/>

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in West Bank and Gaza? (Choose no more than TWO)	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

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

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	
G10	I use/consult World Bank data more currently than I did a few years ago											<input type="checkbox"/>
G11	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>											<input type="checkbox"/>
G12	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"/>
G13	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"/>
G14	The World Bank is responsive to my information requests and inquiries											<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 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	Media (Press, Radio, TV, Web, etc.)
15	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
16	Trade Union
17	Academia/Research Institute/Think Tank
18	Judicial institutions
19	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 West Bank and Gaza? (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	Jenin - Nablus
2	Ramallah
3	Jerusalem
4	Bethlehem - Hebron
5	Gaza Strip

Thank you for completing the survey!