



World Bank Group Country Survey FY14 – Papua New Guinea

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Papua New Guinea or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Papua New Guinea, greater insight into how the Bank’s work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Papua New Guinea.

A local independent consultant has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you’ll be candid.

Finally, the survey relates to the World Bank Group’s work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

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. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.

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 PAPUA NEW GUINEA

A1. In general would you say that Papua New Guinea 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 Papua New Guinea.			
Please identify which of the following you consider the most important development priorities in Papua New Guinea? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	19	Education
2	Transport (e.g., roads, bridges, transportation)	20	Poverty reduction
3	Security/stabilization/reconstruction	21	Food security
4	Public sector governance/ reform (i.e., government effectiveness, public financial management, procurement, public expenditure, fiscal reform)	22	Social cohesion (e.g. working together to solve problems in a nonviolent and civil way)
5	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
6	Gender equity	24	Agricultural development
7	Domestic private sector development	25	Trade and exports
8	Foreign direct investment	26	Reduced crime and violence
9	Water and sanitation	27	Economic growth
10	Energy	28	Law and justice (e.g., judicial system)
11	Regional conflict and tensions	29	Regulatory framework
12	Job creation/employment	30	Communicable/non-communicable diseases
13	Rural development	31	Local governance and sub-national institutions
14	Financial markets	32	Natural resource management (e.g., oil, gas, mining)
15	Urban development	33	Anti corruption
16	Environmental sustainability	34	Disaster management
17	Equality of opportunity (i.e., equity)	35	Information and communications technology
18	Health		

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

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

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 Papua New Guinea? (Choose no more than TWO)	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net (i.e., for the elderly, disabled, poor, or vulnerable)
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Papua New Guinea?									
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 Group's effectiveness in Papua New Guinea.										
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 Group's staff is well prepared (e.g., skills and knowledge) to help Papua New Guinea solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all								To a very significant degree	Don't know	

B4. When thinking about how the World Bank Group can have the most impact on development results in Papua New Guinea, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the future in Papua New Guinea? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	19	Equality of opportunity (i.e., equity)
2	Security/stabilization/reconstruction	20	Regional conflict and tensions
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, procurement, public expenditure, fiscal reform)	21	Health
4	Transport (e.g., roads, bridges, transportation)	22	Education
5	Poverty reduction	23	Food security
6	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
7	Gender equity	25	Agricultural development
8	Reduced crime and violence	26	Trade and exports
9	Rural development	27	Economic growth
10	Domestic private sector development	28	Law and justice (e.g., judicial system)
11	Foreign direct investment	29	Local governance and sub-national institutions
12	Water and sanitation	30	Regulatory framework
13	Energy	31	Communicable/non-communicable diseases
14	Social cohesion (e.g. working together to solve problems in a nonviolent and civil way)	32	Natural resource management (e.g., oil, gas, mining)
15	Job creation/employment	33	Information and communications technology
16	Financial markets	34	Anti corruption
17	Urban development	35	Disaster management
18	Environmental sustainability		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Papua New Guinea?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/Facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development (skills training, knowledge building, and organizational help)	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Strategy formulation (e.g., assistance with national development plans or sectoral strategies)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How effectively do the World Bank Group's activities below support Papua New Guinea's efforts to achieve development results?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Convening/Facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B9	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Strategy formulation (e.g., assistance with national development plans or sectoral strategies)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B15. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Papua New Guinea? (Choose no more than TWO)	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Papua New Guinea
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	World Bank Group's processes too complex
9	Not willing to honestly criticize policies and reform efforts in the country
10	Too influenced by developed countries
11	Imposing technocratic solutions without regard to political realities
12	World Bank Group's processes too slow
13	Too bureaucratic in its operational policies and procedures
14	Not aligned with other donors' work
15	Not collaborating enough with non-state actors
16	Not client focused
17	Its advice and strategies do not lend themselves to practical problem solving
18	Not focused enough on issues that are unique to post-conflict countries
19	Inadequate number of World Bank Group staff members located in the country
20	Other (please specify): _____
21	Don't know

B16. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Papua New Guinea? (Choose no more than TWO)	
1	Capacity development (skills training, knowledge building, and organizational help)
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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B17. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Community-based organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Faith-based organizations
12	UN and regional peace keeping forces
13	Emerging donors
14	UN agencies
15	Regional organizations (e.g., Pacific Islands Forum, etc.)
16	Other (please specify): _____
17	Don't know

To what extent do you agree with the following statements about the World Bank Group's work in Papua New Guinea?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B18	Overall the World Bank Group currently plays a relevant role in development in Papua New Guinea												<input type="checkbox"/>
B19	The World Bank Group's work is aligned with what I consider the development priorities for Papua New Guinea												<input type="checkbox"/>
B20	The World Bank Group supports programs and strategies that are realistic for Papua New Guinea												<input type="checkbox"/>
B21	The World Bank Group treats clients and stakeholders in Papua New Guinea with respect												<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Papua New Guinea, 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		
B22	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Being inclusive (including a wide range of perspectives and stakeholders)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B28	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B29	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B30	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"/>	
B31	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B32	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B33	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B34	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B35	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B36. To be a more effective development partner in Papua New Guinea, do you believe that the World Bank Group should have... ? (Select only ONE response)

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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B37. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know
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B38. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)

1	The World Bank Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	Poor donor coordination
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Ongoing conflict and instability
11	Inadequate funding
12	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it currently does in the following areas of development in Papua New Guinea? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Local governance and sub-national institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Public sector governance/ reform (i.e., government effectiveness, public financial management, procurement, public expenditure, fiscal reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C2. Where are the World Bank Group's decisions made primarily that support the program in Papua New Guinea? (Select only ONE response)

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

C3. To what extent does the World Bank Group's work help to achieve development results in Papua New Guinea?

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

C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Papua New Guinea?

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

To what extent do you agree with the following statements about the World Bank Group in Papua New Guinea?

		Strongly disagree										Strongly agree	Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Papua New Guinea	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	The World Bank Group meets Papua New Guinea'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"/>	

C7. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Papua New Guinea?

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

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

In Papua New Guinea, to what extent do you believe that the World Bank Group'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	
D1	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D2	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Are relevant to Papua New Guinea's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are adaptable to Papua New Guinea's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all											Very significant	Don't know

D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality											Very high technical quality	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	The World Bank Group 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 Group'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 Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Papua New Guinea	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Papua New Guinea's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	The World Bank Group ensures consistency and continuity through staff changes	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 Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E10	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E11. Which of the following best describes the way the World Bank Group operates in Papua New Guinea? (Select only one response)

1	The World Bank Group takes too much risk in Papua New Guinea
2	The World Bank Group does not take enough risk in Papua New Guinea
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

E12. To what extent do you believe the World Bank Group is adequately staffed in Papua New Guinea?

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

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 WORLD BANK GROUP'S SECTORAL FOCUS IN PAPUA NEW GUINEA

F1. In your opinion, which are the two areas related to sustainable development of the mining sector in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)

1	Provide advisory support to communities and civil society groups to help them play an effective role in negotiating mining contracts that ensure equitable benefits in the country
2	Provide support to strengthen the technical aspects of the mining sector (e.g. technological upgrades or best practice approaches for managing and monitoring exploration and production leases)
3	Provide support to government to strengthen transparent and effective regulation related to the mining sector
4	Support efforts to ensure participation of women at the community level, in managing benefits and dealing with the impact of mining (negative and positive)
5	Provide advisory support to governments to help them play an effective role in negotiating mining contracts that ensure equitable benefits in the country
6	Provide advisory support to companies to help them make mining investments that can deliver equitable benefits in the country.

F2. In your opinion, which are the two areas related to sustainable development of the oil and gas sector in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)

1	Support efforts to ensure participation of women at the community level, in managing benefits and dealing with the impact of oil and gas sector development (negative and positive)
2	Provide advisory support to governments to help them play an effective role in crafting oil and gas sector deals that ensure equitable benefits in the country
3	Provide support to government to strengthen transparent and effective regulation of the oil and gas sector
4	Provide advisory support to communities and civil society groups to help them play an effective role in crafting oil and gas sector deals that ensure equitable benefits in the country
5	Provide support to strengthen the technical aspects of the oil and gas sector (e.g. online oil and gas registry, technological upgrades for managing and monitoring exploration and production leases)
6	Provide advisory support to companies to help them make oil and gas sector investments that can deliver equitable benefits in the country

F3. In your opinion, which are the two areas related to sustainable and transparent management of minerals revenues (oil, gas and mining) in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)

1	Provide support related to macro-economic risks including Kina appreciation, inflation and other fiscal issues
2	Provide support for better governance and anti-corruption efforts by government and state entities in oil, gas, and mining in Papua New Guinea
3	Provide support for better quality of public expenditures in core service areas, in the context of growing overall national revenues for Papua New Guinea coming from oil, gas and mining sectors
4	Provide support for meaningful implementation of the Extractive Industries Transparency Initiative (EITI)
5	Provide support to civil society that ensures a strong role in the implementation of the EITI

SECTION G: THE FUTURE ROLE OF THE WORLD BANK GROUP IN PAPUA NEW GUINEA

G1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Papua New Guinea? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Papua New Guinea's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Improve the quality of its experts as related to Papua New Guinea's specific challenges
7	Offer more innovative knowledge services
8	Ensure greater selectivity in its work
9	Increase the level of capacity development in the country (e.g. more attention to training and skills development)
10	Reduce the complexity of obtaining World Bank Group financing
11	Increase availability of Fee-Based services
12	Work faster
13	Increase the level of World Bank Group staffing in Papua New Guinea's office
14	Other (please specify): _____

G2. When considering the combination of services that the World Bank Group offers in Papua New Guinea, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Papua New Guinea? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Papua New Guinea
6	Don't know

SECTION G: THE FUTURE ROLE OF THE WORLD BANK GROUP IN PAPUA NEW GUINEA

G3. 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 Group playing a leading role among international partners in Papua New Guinea?	B. Which THREE areas below would benefit most from other donors in Papua New Guinea?
1	Building social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
2	Strengthening public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Increasing access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Strengthening security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Strengthening conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Increasing access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Building capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Generating jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Increasing cohesion	<input type="checkbox"/>	<input type="checkbox"/>
12	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

G4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)	
1	Share more information about the World Bank Group's activities, products, and knowledge
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	Organize more joint meetings and missions with the UN
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

SECTION H: COMMUNICATION AND INFORMATION SHARING

H1. How do you get most of your information about economic and social development issues in Papua New Guinea? (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 (e.g., Facebook, Twitter, YouTube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

H2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	
1	Blogs
2	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	e-Newsletters
4	Instant messaging
5	World Bank Group's seminars/workshops/conferences
6	World Bank Group's publications and other written materials
7	Mobile phones
8	Social media (e.g., Facebook, Twitter, YouTube, Flickr)
9	World Bank Group's website
10	Other (please specify): _____

H3	Are you aware of the World Bank Group's Access to Information Policy, under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
H4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
H5	Were you able to obtain this information?	Yes	No
H6	Do you have access to the Internet?	Yes	No
H7	Do you use/have you used the World Bank Group website?	Yes	No

SECTION H: COMMUNICATION AND INFORMATION SHARING

H8. Which do you primarily use? (Select only ONE response)	
1	The World Bank Group's country website (www.worldbank.org/pg)
2	The World Bank Group's main website (www.worldbank.org)

H9. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	
1	High speed
2	Dial-up
3	Mobile device over cellular network

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
H10	I use/consult World Bank Group's data more often than I did a few years ago												<input type="checkbox"/>
H11	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
H12	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
H13	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution												<input type="checkbox"/>
H14	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
H15	The World Bank Group is responsive to my information requests and inquiries												<input type="checkbox"/>

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SECTION I: BACKGROUND INFORMATION

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

12. Please identify the primary specialization of your work. (Select only ONE response)			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender equity / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Generalist
9	Job creation/employment	19	Other (please specify): _____
10	Law and justice / regulatory framework		

SECTION I: BACKGROUND INFORMATION

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

1	Yes
2	No

14. Which of the following agencies of the World Bank Group do you work with in Papua New Guinea? (Select all that apply)

1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	None

15. Which of the following describes most of your exposure to the World Bank Group in Papua New Guinea? (Choose no more than TWO)

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

16. Which best represents your geographic location?

1	Port Moresby (National Capital District)
2	Major Town or City (Lae, Madang, Hagen, Goroka, Rabaul/Kokopo, Alotau, Buka, or Wewak)
3	Small town
4	Rural area or village

Thank you for completing the survey!