



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 |
|-----|--|-------------------------|---|---|---|---|---|---|---|---|----|--------------------------|---------------|
| 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 | | | | | | | | | | | | <input type="checkbox"/> |
| B23 | Flexibility (in terms of the institution's products and services) | | | | | | | | | | | | <input type="checkbox"/> |
| B24 | Flexibility (in terms of changing country circumstances) | | | | | | | | | | | | <input type="checkbox"/> |
| B25 | Being inclusive (including a wide range of perspectives and stakeholders) | | | | | | | | | | | | <input type="checkbox"/> |
| B26 | Openness (sharing data and other information) | | | | | | | | | | | | <input type="checkbox"/> |
| B27 | Staff accessibility | | | | | | | | | | | | <input type="checkbox"/> |
| B28 | Straightforwardness and honesty | | | | | | | | | | | | <input type="checkbox"/> |
| B29 | Ease of access to the people at the World Bank Group who are making decisions important to my work | | | | | | | | | | | | <input type="checkbox"/> |
| B30 | Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector) | | | | | | | | | | | | <input type="checkbox"/> |
| B31 | Collaboration with the Government | | | | | | | | | | | | <input type="checkbox"/> |
| B32 | Collaboration with other donors | | | | | | | | | | | | <input type="checkbox"/> |
| B33 | Collaboration with the UN | | | | | | | | | | | | <input type="checkbox"/> |
| B34 | The speed in which it gets things accomplished on the ground | | | | | | | | | | | | <input type="checkbox"/> |
| B35 | Being a long-term partner | | | | | | | | | | | | <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 |
|--|--|--|-------------------------------------|

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 |
|---|--|---|-------------------------------------|

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 | 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 |

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 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 |
| 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 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 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

I3. Currently, do you professionally collaborate/work with the World Bank Group in your country?

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

I4. 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 |

I5. 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. |

I6. 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!