



World Bank Client Survey FY12 – XXXX

The World Bank is interested in gauging the views of clients and partners who are either involved in development in XXXX 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 XXXX, more in-depth insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in XXXX. The World Bank commissioned an independent firm to oversee the logistics of this effort in XXXX. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle the number that most accurately reflects your answer. **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 XXXX

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

SECTION A: GENERAL ISSUES FACING XXXX (CONT...)

| A2. Listed below are a number of development priorities in XXXX. | | | | |
|--|--|--|---|--|
| Please identify which of these you consider the FIRST, SECOND, and THIRD most important development priority. | | FIRST most important priority (Choose only ONE) | SECOND most important priority (Choose only ONE) | THIRD most important priority (Choose only ONE) |
| 1 | Rural development | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Education | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Social protection | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Transport | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Poverty reduction | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Public sector reform | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Regional integration | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Gender | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Domestic private sector development | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Foreign direct investment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Water and sanitation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | Anti corruption | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 | Monitoring and evaluation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14 | Public financial management | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15 | Job creation/employment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 | Governance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17 | Financial markets | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18 | Urban development | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19 | Environmental sustainability | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20 | Equality of opportunity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 21 | Health | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 22 | Energy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 23 | Food security | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 24 | Climate change | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 25 | Agricultural development | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 26 | Trade and exports | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 27 | Crime and violence | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 28 | Economic growth | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 29 | Law and justice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 30 | Regulatory framework | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 31 | Communicable/non-communicable disease | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 32 | Basic infrastructure | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 33 | Natural resource management | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 34 | Global integration | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 35 | Disaster management | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 36 | Information and communications technology | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 37 | Security/stabilization/reconstruction | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 38 | Regional conflict and tensions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 39 | Social cohesion | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 40 | Local governance and institutions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 41 | Governance and anti corruption | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 42 | Agriculture and rural development | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 43 | Environmental sustainability and natural resource management | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 44 | Global and regional integration | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 45 | Law and justice and regulatory framework | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION A: GENERAL ISSUES FACING XXXX (CONT...)

| | |
|--|--|
| 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 XXXX? (Choose no more than THREE) | |
| 1 | Water and sanitation |
| 2 | Equality of opportunity |
| 3 | Economic growth |
| 4 | Climate change |
| 5 | Disaster management |
| 6 | Regional integration |
| 7 | Gender |
| 8 | Rural development |
| 9 | Urban development |
| 10 | Education |
| 11 | Regulatory framework |
| 12 | Basic infrastructure |
| 13 | Social protection |
| 14 | Law and justice |
| 15 | Transport |
| 16 | Crime and violence |
| 17 | Communicable/non-communicable disease |
| 18 | Information and communications technology |
| 19 | Anti corruption |
| 20 | Domestic private sector development |
| 21 | Foreign direct investment |
| 22 | Global integration |
| 23 | Energy |
| 24 | Public sector reform |
| 25 | Monitoring and evaluation |
| 26 | Governance |
| 27 | Natural resource managemnet |
| 28 | Environmental sustainability |
| 29 | Health |
| 30 | Public financial management |
| 31 | Agricultural development |
| 32 | Job creation/employment |
| 33 | Financial markets |
| 34 | Trade and exports |
| 35 | Food security |
| 36 | Regional conflict and tensions |
| 37 | Local governance and institutions |
| 38 | Security/stabilization/reconstruction |
| 39 | Social cohesion |
| 40 | Governance and anti corruption |
| 41 | Agriculture and rural development |
| 42 | Environmental sustainability and natural resource management |
| 43 | Global and regional integration |
| 44 | Law and justice and regulatory framework |

SECTION A: GENERAL ISSUES FACING XXXX (CONT...)

| 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 XXXX? (Choose no more than THREE) | |
| 1 | Energy |
| 2 | Equality of opportunity |
| 3 | Social protection |
| 4 | Global integration |
| 5 | Climate change |
| 6 | Anti corruption |
| 7 | Disaster management |
| 8 | Rural development |
| 9 | Foreign direct investment |
| 10 | Urban development |
| 11 | Water and sanitation |
| 12 | Education |
| 13 | Information and communications technology |
| 14 | Regulatory framework |
| 15 | Communicable/non-communicable disease |
| 16 | Trade and exports |
| 17 | Public sector reform |
| 18 | Regional integration |
| 19 | Domestic private sector development |
| 20 | Job creation/employment |
| 21 | Agricultural development |
| 22 | Food security |
| 23 | Governance |
| 24 | Transport |
| 25 | Monitoring and evaluation |
| 26 | Gender |
| 27 | Natural resource management |
| 28 | Environmental sustainability |
| 29 | Health |
| 30 | Basic infrastructure |
| 31 | Law and justice |
| 32 | Crime and violence |
| 33 | Public financial management |
| 34 | Financial markets |
| 35 | Regional conflict and tensions |
| 36 | Social cohesion |
| 37 | Security/stabilization/reconstruction |
| 38 | Local governance and institutions |
| 39 | Governance and anti corruption |
| 40 | Agriculture and rural development |
| 41 | Environmental sustainability and natural resource management |
| 42 | Global and regional integration |
| 43 | Law and justice and regulatory framework |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

| | | | | | | | | | |
|--|---|---|---|---|---|---|---|--------------------|----|
| B1. How familiar are you with the work of the World Bank in XXXX, 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 XXXX, 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 XXXX 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 (CONT...)

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

| | |
|----|--|
| 1 | Rural development |
| 2 | Education |
| 3 | Social protection |
| 4 | Governance |
| 5 | Transport |
| 6 | Poverty reduction |
| 7 | Public sector reform |
| 8 | Regional integration |
| 9 | Gender |
| 10 | Crime and violence |
| 11 | Domestic private sector development |
| 12 | Foreign direct investment |
| 13 | Water and sanitation |
| 14 | Energy |
| 15 | Monitoring and evaluation |
| 16 | Public financial management |
| 17 | Job creation/employment |
| 18 | Financial markets |
| 19 | Urban development |
| 20 | Environmental sustainability |
| 21 | Equality of opportunity |
| 22 | Health |
| 23 | Global integration |
| 24 | Food security |
| 25 | Climate change |
| 26 | Agricultural development |
| 27 | Trade and exports |
| 28 | Economic growth |
| 29 | Law and justice |
| 30 | Regulatory framework |
| 31 | Communicable/non-communicable disease |
| 32 | Basic infrastructure |
| 33 | Natural resource management |
| 34 | Anti corruption |
| 35 | Information and communications technology |
| 36 | Disaster management |
| 37 | Security/stabilization/reconstruction |
| 38 | Social cohesion |
| 39 | Regional conflict and tensions |
| 40 | Local governance and institutions |
| 41 | Governance and anti corruption |
| 42 | Agriculture and rural development |
| 43 | Environmental sustainability and natural resource management |
| 44 | Global and regional integration |
| 45 | Law and justice and regulatory framework |

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

| 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 XXXX? | | | |
|--|--|---|--|
| | | Greatest Value (Choose only ONE) | Second Greatest Value (Choose only ONE) |
| 1 | Financial resources | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Mobilizing third party financial resources | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Technical assistance | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Policy advice | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Donor coordination | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Data | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Training/capacity building | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Studies/analyses | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Convening/facilitating | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Linkage to non-Bank expertise | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Other | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | Strategy formulation | <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 XXXX? (Choose no more than TWO) | |
|--|---|
| 1 | Imposing technocratic solutions without regard to political realities |
| 2 | Not exploring alternative policy options |
| 3 | Too bureaucratic in its operational policies and procedures |
| 4 | Staff too inaccessible |
| 5 | Arrogant in its approach |
| 6 | Not client focused |
| 7 | The credibility of its knowledge/data |
| 8 | Not willing to honestly criticize policies and reform efforts in the country |
| 9 | Too influenced by developed countries |
| 10 | Not enough public disclosure of its work |
| 11 | World Bank processes too slow and complex |
| 12 | Not aligned with country priorities |
| 13 | Not aligned with other donors' work |
| 14 | Not collaborating enough with non-state actors |
| 15 | Not adequately sensitive to political/social realities in the country |
| 16 | Other |
| 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 staff members located in the country |

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

| B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in XXXX? (Choose no more than TWO) | |
|--|--|
| 1 | Investment lending |
| 2 | Capacity development |
| 3 | Policy based lending/ budget support to the Government |
| 4 | Knowledge products/services |
| 5 | Technical assistance |
| 6 | Trust Fund management |
| 7 | Other |
| 8 | Don't know |
| 9 | Co-financing arrangements |
| 10 | Sector wide approaches |
| 11 | Emergency recovery lending |

| B8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in XXXX? (Choose no more than TWO) | |
|--|--|
| 1 | Investment lending |
| 2 | Capacity development |
| 3 | Policy based lending/ budget support to the Government |
| 4 | Knowledge products/services |
| 5 | Technical assistance |
| 6 | Trust Fund management |
| 7 | Other |
| 8 | Don't know |
| 9 | Co-financing arrangements |
| 10 | Sector wide approaches |
| 11 | Emergency recovery lending |

| B9. 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 |

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

B10. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there? (Choose no more than TWO)

| | |
|----|--|
| 1 | NGOs |
| 2 | Local Government |
| 3 | Beneficiaries |
| 4 | Private sector |
| 5 | Community Based Organizations (CBOs) |
| 6 | Donor community |
| 7 | Foundations |
| 8 | Academia/think tanks/research institutes |
| 9 | Parliament |
| 10 | Media |
| 11 | Faith based organizations |
| 12 | Other |
| 13 | UN and regional peace keeping forces |
| 14 | Emerging donors |
| 15 | UN agencies |
| 16 | Regional organizations |

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

| | | Strongly disagree | | | | | | | | | | Strongly agree | | Don't know |
|------------|---|-------------------|---|---|---|---|---|---|---|---|----|----------------|--|--------------------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| B11 | Overall the World Bank currently plays a relevant role in development in XXXX | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| B12 | The World Bank's work is aligned with what I consider the development priorities for this country | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| B13 | The World Bank supports programs and strategies that are realistic for XXXX | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| B14 | The World Bank treats clients and stakeholders in XXXX 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 XXXX in terms of ..., on a ten point scale?

| | | To no degree at all | | | | | | | | | | To a very significant degree | | Don't know |
|------------|--|---------------------|---|---|---|---|---|---|---|---|----|------------------------------|--|--------------------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| B15 | Responsiveness | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| B16 | Flexibility (in terms of the World Bank's products and services) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| B17 | Flexibility (in terms of changing country circumstances) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| B18 | Being inclusive | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| B19 | Openness (sharing data and other information) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| B20 | Staff accessibility | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| B21 | Straightforwardness and honesty | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| B22 | Collaboration with groups outside of the Government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| B23 | Collaboration with the Government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| B24 | Collaboration with other donors | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| B25 | 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 (CONT...)

| B26. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose no more than TWO) | |
|---|--|
| 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 | Other |
| 11 | Ongoing conflict and instability |
| 12 | Inadequate funding |

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 XXXX, 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 | Transport | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C4 | Crime and violence | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C5 | Law and justice | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C6 | Urban development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C7 | Environmental sustainability | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C8 | Regulatory framework | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C9 | Basic infrastructure | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C10 | Communicable/non-communicable disease | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C11 | Poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C12 | Gender | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C13 | Domestic private sector development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C14 | Foreign direct investment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C15 | Water and sanitation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C16 | Trade and exports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C17 | Economic growth | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C18 | Energy | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C19 | Disaster management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C20 | Monitoring and evaluation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C21 | Public financial management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C22 | Job creation/employment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C23 | Financial markets | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C24 | Equality of opportunity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C25 | Health | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C26 | Rural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C27 | Global integration | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C28 | Governance | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C29 | Food security | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C30 | Education | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C31 | Social protection | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C32 | Climate change | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C33 | Public sector reform | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C34 | Regional integration | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C35 | Agricultural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C36 | Natural resource management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C37 | To what extent does the World Bank's work help to achieve development results in your country? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C38 | The World Bank's financial instruments meet the needs of this country | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C39 | The World Bank meets this country's needs for knowledge services | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C40 | Regional conflict and tensions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C41 | Local governance and institutions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C42 | Social cohesion | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C43 | Security/stabilization/reconstruction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C44 | Governance and anti corruption | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C45 | Agriculture and rural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C46 | Environmental sustainability and natural resource management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C47 | Global and regional integration | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| C48 | Law and justice and regulatory framework | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |

SECTION D: THE WORLD BANK'S KNOWLEDGE

| D1. How frequently do you consult World Bank knowledge and research 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 XXXX, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE) | |
|---|--|
| 1 | Public sector reform |
| 2 | Gender |
| 3 | Education |
| 4 | Domestic private sector development |
| 5 | Foreign direct investment |
| 6 | Water and sanitation |
| 7 | Trade and exports |
| 8 | Economic growth |
| 9 | Energy |
| 10 | Disaster management |
| 11 | Monitoring and evaluation |
| 12 | Governance |
| 13 | Social protection |
| 14 | Climate change |
| 15 | Poverty reduction |
| 16 | Law and justice |
| 17 | Anti corruption |
| 18 | Financial markets |
| 19 | Equality of opportunity |
| 20 | Urban development |
| 21 | Crime and violence |
| 22 | Regional integration |
| 23 | Information and communications technology |
| 24 | Transport |
| 25 | Agricultural development |
| 26 | Natural resource management |
| 27 | Public financial management |
| 28 | Job creation/employment |
| 29 | Health |
| 30 | Rural development |
| 31 | Global integration |
| 32 | Food security |
| 33 | Environmental sustainability |
| 34 | Regulatory framework |
| 35 | Basic infrastructure |
| 36 | Communicable/non-communicable disease |
| 37 | Social cohesion |
| 38 | Regional conflict and tensions |
| 39 | Security/stabilization/reconstruction |
| 40 | Local governance and institutions |
| 41 | Governance and anti corruption |
| 42 | Agriculture and rural development |
| 43 | Environmental sustainability and natural resource management |
| 44 | Global and regional integration |
| 45 | Law and justice and regulatory framework |

SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

| How effective do you believe the World Bank's knowledge and research are at ... | | | | | | | | | | | | | |
|---|--|----------------------|---|---|---|---|---|---|---|---|----|----------------|--------------------------|
| | | Not effective at all | | | | | | | | | | Very effective | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| D3 | Raising your awareness of the particular topic | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| D4 | Stimulating public debate/dialogue | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| D5 | Enhancing your knowledge and/or skills | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| D6 | Contributing to good policy making | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| D7 | Providing support for program implementation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

| To what extent do you believe that the World Bank's knowledge and research ... | | | | | | | | | | | | | |
|--|---|---------------------|---|---|---|---|---|---|---|---|----|------------------------------|--------------------------|
| | | To no degree at all | | | | | | | | | | To a very significant degree | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| D8 | Are timely | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| D9 | Include appropriate level of stakeholder involvement during preparation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| D10 | Are relevant to this country's development priorities | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| D11 | Provide feasible recommendations | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| D12 | Are accessible (well written and easy to understand) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| D13 | A source of relevant information on global good practices | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| D14 | Are adequately disseminated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| D15 | Are appropriately translated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| D16 | Are adaptable to this country's specific development challenges and circumstances | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

| D17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale? | | | | | | | | | | | | | |
|---|--|---|---|---|---|---|---|---|---|---|------------------|------------|--|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| Not significant at all | | | | | | | | | | | Very significant | Don't know | |

| D18. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale? | | | | | | | | | | | | | |
|---|--|---|---|---|---|---|---|---|---|---|-----------------------------|------------|--|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| Very low technical quality | | | | | | | | | | | Very high technical quality | Don't know | |

| D19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.), on a ten point scale? | | | | | | | | | | | | | |
|--|--|---|---|---|---|---|---|---|---|---|----------------|------------|--|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| Not effective at all | | | | | | | | | | | Very effective | Don't know | |

| D20. To what extent do you believe that XXXX received value for money from the World Bank Group's fee-based products/services? | | | | | | | | | | | | | |
|---|--|---|---|---|---|---|---|---|---|---|------------------------------|------------|--|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| To no degree at all | | | | | | | | | | | To a very significant degree | Don't know | |

SECTION E: WORKING WITH THE WORLD BANK

| Please rate how much you agree with the following statements, on a ten point scale. | | | | | | | | | | | | |
|---|---|-------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
| | | Strongly disagree | | | | | | | | Strongly agree | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 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 this country'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 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 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| E11. To what extent do you believe the World Bank Group is adequately staffed in XXXX? | | | | | | | | | | | | | |
|---|--|---|---|---|---|---|---|---|---|---|-------------------------------------|--------------------------|-------------------|
| | | 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 XXXX

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|-----------------------|--------------------------|
| F1. How significant a role do you believe the World Bank SHOULD play in your country'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 XXXX? (Choose no more than TWO) | |
| 1 | Improve the quality of its experts as related to this country's specific challenges |
| 2 | Reduce the complexity of obtaining World Bank financing |
| 3 | Focus primarily on advocacy issues |
| 4 | Improve the competitiveness of its financing compared to markets |
| 5 | Ensure greater selectivity in its work |
| 6 | Provide more adequate data/knowledge/statistics/figures on this country's economy |
| 7 | Offer more innovative financial products |
| 8 | Offer more innovative knowledge services |
| 9 | Increase availability of Fee-Based services |
| 10 | Work faster |
| 11 | Other |
| 12 | Increase the level of World Bank staffing in this country's office |

SECTION G: COMMUNICATION AND INFORMATION SHARING

| G1. Where do you get most of your information about economic and social development issues in XXXX? (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 |

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

| | | | |
|-----------|--|------------|-----------|
| 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 (CONT...)

| G8. Which do you primarily use? | |
|--|--|
| 1 | The World Bank's country website (www.banquemondiale.org/XXXX) |
| 2 | The World Bank's main website (www.worldbank.org) |

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

| Please rate how much you agree with the following statements, on a ten point scale. | | | | | | | | | | | | | | |
|--|--|--------------------------|---|---|---|---|---|---|---|---|----|-----------------------|--|--------------------------|
| | | Strongly disagree | | | | | | | | | | Strongly agree | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| G10 | I use more data from the World Bank as a result of the organization's Open Data policy | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| G11 | The World Bank's PIC is a valuable source of information related to development in XXXX. <i>(Only answer if you have used the PIC)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| G12 | I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| G13 | I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| G14 | When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| G15 | The World Bank is responsive to my information requests and inquiries | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |

| G16. The Internet connection I mainly use when visiting a World Bank website is: | |
|---|------------|
| 1 | High speed |
| 2 | Dial-up |

SECTION H: BACKGROUND INFORMATION

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

| 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 XXXX? (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. |

Thank you for completing the survey!