



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
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
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
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	<input type="checkbox"/>
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	<input type="checkbox"/>
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	<input type="checkbox"/>
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	<input type="checkbox"/>
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	
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
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!