



World Bank Country Survey FY13 – 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 will give the World Bank’s team that works in XXXX, greater insight into how the Bank’s work is perceived. This is one tool the World Bank uses to assess the views of its stakeholders, and to develop more effective strategies that support development in XXXX.

A local independent firm 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’s work. The World Bank consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank 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 XXXX

A1. In general would you say that XXXX’s economy 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 XXXX.			
Please identify which of the following you consider the most important development priorities in XXXX? (Choose no more than THREE)			
1	Social protection	21	Climate change
2	Transport	22	Agricultural development
3	Public sector governance/reform	23	Trade and exports
4	Global/regional integration	24	Crime and violence
5	Gender	25	Economic growth
6	Domestic private sector development	26	Law and justice
7	Foreign direct investment	27	Regulatory framework
8	Water and sanitation	28	Communicable/non-communicable diseases
9	Anti-corruption	29	Basic infrastructure
10	Job creation/employment	30	Natural resource management
11	Rural development	31	Disaster management
12	Financial markets	32	Information and communications technology
13	Urban development	33	Security/stabilization/reconstruction
14	Environmental sustainability	34	Regional conflict and tensions
15	Equality of opportunity	35	Social cohesion
16	Health	36	Local governance and institutions
17	Education	38	Agriculture and rural development
18	Poverty reduction	40	Tourism
19	Energy	41	Environmental sustainability and natural resource management
20	Food security		

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

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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 XXXX?
(Choose no more than THREE)

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

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 XXXX? (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 effective risk management
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in XXXX?									
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.										
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?										
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 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 resources (financial and knowledge services) in XXXX? (Choose no more than THREE)			
1	Social protection	21	Climate change
2	Public sector governance/reform	22	Agricultural development
3	Transport	23	Trade and exports
4	Poverty reduction	24	Economic growth
5	Global/regional integration	25	Law and justice
6	Gender	26	Regulatory framework
7	Crime and violence	27	Communicable/non-communicable diseases
8	Domestic private sector development	28	Basic infrastructure
9	Rural development	29	Natural resource management
10	Foreign direct investment	30	Anti-corruption
11	Water and sanitation	31	Information and communications technology
12	Energy	32	Disaster management
13	Job creation/employment	33	Security/stabilization/reconstruction
14	Financial markets	34	Regional conflict and tensions
15	Urban development	35	Social cohesion
16	Environmental sustainability	36	Local governance and institutions
17	Equality of opportunity	38	Agriculture and rural development
18	Health	40	Tourism
19	Education	41	Environmental sustainability and natural resource management
20	Food security		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in XXXX?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending/budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise	<input type="checkbox"/>	<input type="checkbox"/>
12	Other	<input type="checkbox"/>	<input type="checkbox"/>
15	Strategy formulation	<input type="checkbox"/>	<input type="checkbox"/>
20	Financial resources	<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 xxx? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in XXXX
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Imposing technocratic solutions without regard to political realities
11	World Bank processes too slow and complex
12	Too bureaucratic in its operational policies and procedures
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not client focused
16	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

B7. Which World Bank's instruments do you believe are the MOST effective in reducing poverty in XXXX? (Choose no more than TWO)

1	Capacity development
2	Policy based lending/budget support to the Government
3	Knowledge products/services
4	Investment lending
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. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?

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

B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	NGOs
2	Local Government
3	Beneficiaries
4	Private Sector
5	Community-Based Organizations
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?

		Strongly disagree										Strongly agree	Don't know
B10	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"/>	
B11	The World Bank's work is aligned with what I consider the development priorities for XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	The World Bank supports programs and strategies that are realistic for XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	The World Bank treats clients and stakeholders in XXXX with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent is the World Bank an effective development partner in XXXX, 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	
B14	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Collaboration with groups outside of the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	The speed in which it gets things accomplished on the ground	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"/>

B26. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other
11	Ongoing conflict and instability
12	Inadequate funding

SECTION C: WORLD BANK'S 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? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")												
		Not effective at all									Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10	
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 diseases	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	Public sector governance/reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C22	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C23	Equality of opportunity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C24	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C25	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C26	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C27	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C28	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C29	Social protection	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C30	Climate change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C31	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C32	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C38	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C39	Tourism	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C45	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C46	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C47	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C48	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: WORLD BANK'S EFFECTIVENESS AND RESULTS

C33. To what extent does the World Bank's work help to achieve development results 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

To what extent do you agree with the following statements about the World Bank in XXXX?												
		Strongly disagree									Strongly agree	Don't know
C34	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C35	The World Bank meets XXXX'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"/>

C36. To what extent do you believe that XXXX received value for money from the World Bank'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

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

D1. How frequently do you consult World Bank's knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

D2. When thinking about the development challenges in XXXX, where do you believe it would be most valuable for the World Bank Group to focus its knowledge work and activities in the next few years? (Choose no more than THREE)			
1	Public sector governance/reform	21	Transport
2	Gender	22	Agricultural development
3	Domestic private sector development	23	Natural resource management
4	Foreign direct investment	24	Job creation/employment
5	Water and sanitation	25	Health
6	Trade and exports	26	Economic growth
7	Energy	27	Rural development
8	Disaster management	28	Food security
9	Social protection	29	Environmental sustainability
10	Climate change	30	Regulatory framework
11	Poverty reduction	31	Basic infrastructure
12	Law and justice	32	Communicable/non-communicable diseases
13	Anti-corruption	33	Security/stabilization/reconstruction
14	Financial markets	34	Regional conflict and tensions
15	Equality of opportunity	35	Social cohesion
16	Urban development	36	Local governance and institutions
17	Crime and violence	38	Agriculture and rural development
18	Education	40	Tourism
19	Global/regional integration	41	Environmental sustainability and natural resource management
20	Information and communications technology		

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

In XXXX, to what extent do you believe that the World Bank's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are relevant to XXXX's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D11	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D12	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D14	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D15	Are adaptable to XXXX's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all											Very significant	Don't know

D17. Overall, how would you rate the technical quality of the World Bank'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

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
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 policy conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Working with the World Bank increases XXXX'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 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 XXXX'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	Reach out more to groups outside of government
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on XXXX's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Increase availability of Fee-Based services
11	Work faster
12	Other
13	Increase the level of World Bank staffing in XXXX's office

F3. 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 XXXX?	B. Which THREE areas below would benefit most from other donors in XXXX?
1	Building capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
2	Strengthening public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Strengthening conflict resolution mechanisms	<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	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
7	Increasing access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Building social safety nets	<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"/>

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How 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

G8. Which do you primarily use? (Select only ONE response)	
1	The World Bank's country website (www.xxxxxxx.xxx)
2	The World Bank's main website (www.worldbank.org)

G9. Which Internet connection do you use primarily when visiting a World Bank website?	
1	High speed
2	Dial-up

Please rate how much you agree with the following statements.														
		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G10	Do you use/have you used the World Bank's Public Information Centers (PICs) in ____?	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G11	I use/consult World Bank data more currently than I did a few years ago	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G12	The World Bank's PIC is a valuable source of information related to development in ____	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G13	I find the World Bank websites easy to navigate	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G14	I find the information on the World Bank's websites useful	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G15	When I need information from the World Bank I know how to find it	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G16	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (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 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): _____

H2. Please identify the primary specialization of your work. (Please mark only ONE response)

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

H3. Currently, do you professionally collaborate/work with the World Bank in your country?

1	Yes
2	No

SECTION H: BACKGROUND INFORMATION

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.

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

		Strongly disagree								Strongly agree		Don't know
lac1	The World Bank is an organization that does not represent a particular ideological perspective in XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
lac2	The World Bank is an organization that is not overly influenced by any particular country	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
lac3	The World Bank supports XXXX to reduce social exclusion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
lac4	The World Bank respects the positions, views and demands of the government of XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
lac5	The World Bank listens and takes into account your views	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

lac6. When considering the national development needs in XXXX, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in XXXX meet the national development needs of 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

lac7. Have you read/consulted the most recent LAC Flagship Report: [*Economic Mobility and the Rise of the Latin American Middle Class*]? (LAC Flagship Reports are annual reports prepared by the LAC Chief Economist Office.)

1	Yes
2	No

lac8. To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?

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

lac9. To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?

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

Thank you for completing the survey!