



World Bank Group Country Survey FY 2017 – The Palestinian Territories

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

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

To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.

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

SECTION A: GENERAL ISSUES FACING THE PALESTINIAN TERRITORIES

A1. In general would you say that the Palestinian territories 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 the Palestinian territories.

Please identify which of the following you consider the most important development priorities in the Palestinian territories. (Choose no more than THREE)

1	Social protection (e.g., pensions, targeted social assistance)	19	Transport (e.g., roads, bridges, transportation)
2	Gender equity	20	Agriculture and rural development
3	Private sector development	21	Trade and exports
4	Education	22	Crime and violence
5	Security/peace/stabilization/reconstruction	23	Social cohesion – Palestinian reconciliation
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24	Natural resource management – Access to Area C
7	Global/regional integration	25	Climate change (e.g., mitigation, adaptation)
8	Food security	26	Poverty reduction
9	Urban development	27	Anti corruption
10	Energy	28	Judiciary reform
11	Gender based violence	29	Economic growth
12	Water and sanitation	30	Local governance and institutions
13	Regional conflict and tensions	31	Disaster risk management
14	Pollution	32	Equality of opportunity (i.e., social inclusion)
15	Job creation/employment	33	Disease
16	Health	34	Information and communications technology
17	Financial markets	35	Infrastructure
18	Civil society development		

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 the Palestinian territories? (Choose no more than THREE)

1	Economic growth	18	Water and sanitation
2	Disaster risk management	19	Pollution
3	Equality of opportunity (i.e., social inclusion)	20	Job creation/employment
4	Disease	21	Health
5	Local governance and institutions	22	Security/peace/stabilization/reconstruction
6	Information and communications technology	23	Financial markets
7	Social protection (e.g., pensions, targeted social assistance)	24	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Agriculture and rural development	25	Gender equity
9	Trade and exports	26	Private sector development
10	Crime and violence	27	Education
11	Climate change (e.g., mitigation, adaptation)	28	Global/regional integration
12	Transport (e.g., roads, bridges, transportation)	29	Food security
13	Social cohesion – Palestinian reconciliation	30	Regional conflict and tensions
14	Energy	31	Urban development
15	Anti corruption	32	Natural resource management – Access to Area C
16	Judiciary reform	33	Civil society development
17	Infrastructure	34	Gender based violence

SECTION A: GENERAL ISSUES

A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in the Palestinian territories? (Choose no more than TWO)

1	Greater access to health and nutrition for citizens
2	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
3	A growing middle class
4	Better opportunity for the poor who live in rural areas
5	Better opportunity for the poor who live in urban areas
6	Consistent economic growth
7	More reliable social safety net
8	Greater access to micro-finance for the poor
9	Greater voice and participation for citizens to help ensure greater accountability
10	Education and training that ensure job opportunity and better work transition
11	Better quality public services
12	Better employment opportunities for young people
13	Better employment opportunities for women
14	Other (please specify): _____

SECTION A: GENERAL ISSUES

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in the Palestinian territories? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

A6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in the Palestinian territories? (Select only ONE response)

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in the Palestinian territories?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all								Extremely familiar	

B2. Overall, please rate your impression of the World Bank Group's effectiveness in the Palestinian territories.										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help the Palestinian territories solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all								To a very significant degree		Don't know

B4. When thinking about how the World Bank Group can have the most impact on development results in the Palestinian territories, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Palestinian territories? (Choose no more than THREE)			
1	Energy	19	Judiciary reform
2	Gender based violence	20	Economic growth
3	Water and sanitation	21	Disaster risk management
4	Pollution	22	Equality of opportunity (i.e., social inclusion)
5	Job creation/employment	23	Disease
6	Health	24	Local governance and institutions
7	Regional conflict and tensions	25	Information and communications technology
8	Financial markets	26	Transport (e.g., roads, bridges, transportation)
9	Social protection (e.g., pensions, targeted social assistance)	27	Agriculture and rural development
10	Gender equity	28	Trade and exports
11	Private sector development	29	Crime and violence
12	Education	30	Natural resource management – Access to Area C
13	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	31	Social cohesion – Palestinian reconciliation
14	Security/peace/stabilization/reconstruction	32	Climate change (e.g., mitigation, adaptation)
15	Global/regional integration	33	Poverty reduction
16	Food security	34	Anti corruption
17	Urban development	35	Infrastructure
18	Civil society development		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Palestinian territories?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Stand-alone technical assistance (system oriented)	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Strategy formulation	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Palestinian territories? (Choose no more than TWO)	
1	World Bank Group's processes too complex
2	Not willing to honestly criticize policies and reform efforts in the country
3	Staff too inaccessible
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not aligned with other donors' work
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in the Palestinian territories
8	Too influenced by developed countries
9	Not exploring alternative policy options
10	Not collaborating enough with stakeholders outside the Government
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Not client focused
15	The credibility of its knowledge/data
16	Not focused enough on issues that are unique to conflict-affected countries
17	Inadequate number of World Bank Group staff members located in the country
18	Other (please specify): _____
19	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in the Palestinian territories? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Palestinian territories' Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

		Not effective at all										Very effective	N/A
		1	2	3	4	5	6	7	8	9	10		
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Development Policy Financing (DPF) – Budget Support	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Program-for-Results Financing (PforR)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Trust funds and grants	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Guarantees	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	IFC Investment Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B9. Which THREE of the following groups should the World Bank Group collaborate with more in your country?

(Choose no more than TWO)

1	Palestinian Authority	9	Foundations
2	Youth/university groups	10	Media
3	Private sector	11	UN and regional peace keeping forces
4	Local government	12	Emerging donors
5	Donor community	13	UN agencies
6	NGOs/Community Based Organizations	14	Regional organizations (e.g., Islamic Development Bank and Arab donors)
7	Academia/think tanks/research institutes	15	Other (please specify): _____
8	Parliament	16	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B10	Overall the World Bank Group currently plays a relevant role in development in the Palestinian territories	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B11	The World Bank Group's work is aligned with what I consider the development priorities for the Palestinian territories	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in the Palestinian territories, 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	
B12	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Treating clients and stakeholders in the Palestinian territories with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B27	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)			
<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B29. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)	
1	The World Bank Group does not do adequate follow through/follow-up
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	The Government works inefficiently
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	The World Bank Group works too slowly
11	Poor coordination within the World Bank Group
12	Ongoing conflict and instability
13	Inadequate funding
14	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

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

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Gender based violence												
13	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Natural resource management – Access to Area C	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Security/peace/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
34	Civil society development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
35	Social cohesion – Palestinian reconciliation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C2. To what extent does the World Bank Group's work help to achieve development results in the Palestinian territories?												
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

C3. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in the Palestinian territories?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree			Don't know

To what extent do you agree with the following statements about the World Bank Group in the Palestinian territories?																					
											Strongly disagree	Strongly agree	Don't know								
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of the Palestinian territories										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets the Palestinian territories' needs for knowledge services (e.g., research, analysis, data, technical assistance)										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 D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

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

In the Palestinian territories, to what extent do you believe that the World Bank Group's knowledge work and activities:												
		To no degree at all					To a very significant degree					Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are adaptable to the Palestinian territories' specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?														
		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			
E1	The World Bank Group disburses funds promptly												<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports												<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion												<input type="checkbox"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable												<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable												<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in the Palestinian territories												<input type="checkbox"/>	
E7	Working with the World Bank Group increases the Palestinian territories' institutional capacity												<input type="checkbox"/>	
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them												<input type="checkbox"/>	
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)												<input type="checkbox"/>	

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote public private partnerships in the Palestinian territories?													
		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

E11. To what extent do you believe the World Bank Group measures and corrects its work in real time in the Palestinian territories?													
		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

E12. To what extent does the World Bank Group partner with the right people to support work on the ground in the Palestinian territories? (Select only ONE response)	
1	Nearly never
2	Rarely
3	Sometimes
4	Nearly always
5	Don't know
6	Prefer not to answer

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN THE PALESTINIAN TERRITORIES

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the Palestinian territories? (Choose no more than TWO)

1	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Help to bring discipline/effective supervision to implementation of investment projects
6	Offer more innovative financial products
7	Ensure greater selectivity in its work
8	Provide more adequate data/knowledge/statistics/figures on the Palestinian territories' economy
9	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
10	Reach out more to groups outside of Government
11	Increase the level of capacity development in the country
12	Improve the quality of its experts as related to the Palestinian territories' specific challenges
13	Increase the level of World Bank Group staffing in the Palestinian territories' office
14	Other (please specify): _____

F2. To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)?

		To no degree at all					To a very significant degree					Don't know	Prefer not to answer
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
1	Social cohesion (justice and equality)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender based violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
4	Legal and institutional reforms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
5	Investing in national infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
6	Security/peace/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions (national and local levels)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
11	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
12	Social safety nets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
13	Stimulating dialogue to promote peace and stability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN THE PALESTINIAN TERRITORIES

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 the Palestinian territories?	B. Which THREE areas below would benefit most from other donors in the Palestinian territories?
1	Social cohesion (justice and equality)	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Developing the education system	<input type="checkbox"/>	<input type="checkbox"/>
4	Legal and institutional reforms	<input type="checkbox"/>	<input type="checkbox"/>
5	Health services	<input type="checkbox"/>	<input type="checkbox"/>
6	Investing in national infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions (national and local levels)	<input type="checkbox"/>	<input type="checkbox"/>
9	Security/peace/stabilization/reconstruction	<input type="checkbox"/>	<input type="checkbox"/>
10	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
11	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
12	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
13	Food security	<input type="checkbox"/>	<input type="checkbox"/>
14	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>
15	Reducing gender based violence		
16	Private sector investment	<input type="checkbox"/>	<input type="checkbox"/>
17	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

F4. Which TWO UN organizations do you think it is most important for the World Bank Group to partner with, to tackle the challenges of fragility in the Palestinian territories? (Select no more than TWO)	
1	World Food Program (WFP)
2	World Health Organization (WHO)
3	United Nations Development Program (UNDP)
4	United Nations Peacekeeping
5	International Monetary Fund (IMF)
6	The United Nations International Children's Emergency Fund (UNICEF)
7	None. I don't believe the World Bank Group needs to partner with the UN organizations.
8	Don't know
9	Prefer not to answer

SECTION G: CITIZEN VOICE

GOVERNMENT ACCOUNTABILITY

G1. Do you think that in the past year or so, citizens in the Palestinian territories have obtained greater 'voice' to hold the state more accountable?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Far less voice									Much greater voice	Don't know

SERVICE DELIVERY

G2. Which of the following are the greatest obstacles in the Palestinian territories to improved service delivery (i.e., education, healthcare)? (Choose no more than THREE)	
1	Inadequate national government budget resources
2	Inadequate local government budget resources
3	Inadequate provider staff
4	Inadequate skill set of providers (lack of technical expertise)
5	Inefficient national government
6	Inefficient local government
7	Attitude of the service providers
8	Too costly (price of services)
9	Inadequate will on the part of local government
10	Inadequate will on the part of national government
11	Corruption
12	Inadequate citizen participation and voice
13	Lack of accountability on the part of providers
14	None of the above
15	Don't know
16	Prefer not to answer

SECTION H: PRIVATE SECTOR

H1. Which of the following are the most significant obstacles to private sector development in the Palestinian territories? (Choose no more than TWO)	
1	The level of regulation
2	Labor market policies
3	Access to finance
4	Level of transparency in system
5	Governance/government
6	Legal/judicial system
7	State owned enterprises
8	Mismatch of skills
9	Lack of political will
10	Restrictions on movement of goods and people
11	I don't know
12	Other (please specify: _____)

SECTION I: COMMUNICATION AND INFORMATION SHARING

11. How do you get most of your information about economic and social development issues in the Palestinian territories? (Choose no more than TWO)

1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

12. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	8	Other (please specify): _____

13	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Yes	No
14	Do you have reliable access to the Internet?	Yes	No
15	Do you use/have you used the World Bank Group website?	Yes	No
16	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

17. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

18. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

SECTION I: COMMUNICATION AND INFORMATION SHARING

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		
I9	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
I10	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
I11	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
I12	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
I13	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION J: BACKGROUND INFORMATION

J1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary institutions
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

J2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

J3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?	
1	Yes
2	No

J4. Which of the following agencies of the World Bank Group do you primarily engage with in the Palestinian territories? (Select only ONE response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

SECTION J: BACKGROUND INFORMATION

J5. Do your projects involve both the World Bank and the IFC?

(If YES please go to Question J6; If NO please go to J7)

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

**J6. If yes, what was your view of how the two institutions work together in the Palestinian territories?
(Select only ONE response)**

- | | |
|---|--|
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

J7. Which of the following describes most of your exposure to the World Bank Group in the Palestinian territories? (Choose no more than TWO)

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

J8. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

J9. Which best represents your geographic location?

- | | |
|---|-----------|
| 1 | West Bank |
| 2 | Gaza |
| 3 | Jerusalem |

Thank you for completing the survey!