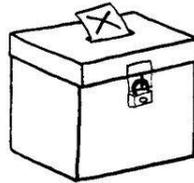




Your views on the services of the WORLD BANK in Pakistan count

PLEASE GIVE YOUR FRANK AND HONEST OPINION ON THE SERVICES OF WORLD BANK GROUP

**YOUR VIEWS CAN IMPROVE THE SERVICES PROVIDED BY THE  
WORLD BANK GROUP TO OUR GOVERNMENT AND THE PEOPLE OF PAKISTAN**



If possible, please fill it now

Completing this survey should take no more than 10-15 minutes of your time



Thank you for your kind cooperation  
Your views will be treated as confidential and anonymous

Please fill this form and send it back at your earliest:

**Method 1:**

- Please send through post or courier as per your normal practice. An Envelope with Gallup Pakistan Address already written can be found with this questionnaire.

**Method 2:**

- Please dial this number 051-2655630 ( Mr Taimur Saeed) to tell us to collect the form from you and our representative would collect it.

Please use any of the above mentioned that you find suitable to return the form



## World Bank Group Country Survey FY15 – Pakistan

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Pakistan or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Pakistan, 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 Pakistan.

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 Pakistan**

**A1.** In general would you say that Pakistan is headed in ... ?

1	The right direction	<input type="checkbox"/>
2	The wrong direction	<input type="checkbox"/>
3	Not sure	<input type="checkbox"/>

**A2.** Given the development issues facing Pakistan and the current level of effort to address them (by government and non-government donors), would you say that Pakistan is headed in...?

1	The right direction	<input type="checkbox"/>
2	The wrong direction	<input type="checkbox"/>
3	Not sure	<input type="checkbox"/>

### Section A: General Issues

**A3.** When considering development priorities in Pakistan in the next 3-5 years, please note which development area below should be considered the MOST important, SECOND MOST important, and the THIRD MOST important development priority in the country?

	<b>Please check ONLY ONE development area from the entire list below for each column on the right.</b>	<b>FIRST PRIORITY</b>	<b>SECOND PRIORITY</b>	<b>THIRD PRIORITY</b>
	<b>Social Services</b>			
1	Education and skill enhancement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Nutrition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Health and population	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Social protection (e.g., pensions, targeted social assistance, labor, cash transfers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Disaster management and risk reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Water, sanitation, and hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Youth development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Governance</b>			
10	Public sector and civil service reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Anti-corruption and transparency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Public financial management (e.g., public expenditure, fiscal system reform, accounting, auditing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Financial sector (stability and access to financial services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Infrastructure</b>			
18	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Communication network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Urban development (such as housing and planning)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Trade and regional cooperation</b>			
22	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Regional cooperation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Global cooperation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Rural Development</b>			
26	Agricultural development and irrigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Food security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Society and Development</b>			
28	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Environment and Natural Resources</b>			
30	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Natural resource management (e.g., oil, gas, mining)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Others (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**A4.** Poverty reduction is a broad term that encompasses work in many different areas. Similarly, economic growth can be driven by a number of factors. Which of the THREE areas of development listed below do you believe would contribute most to poverty reduction and economic growth in Pakistan?

	<b>Please choose THREE development areas from the entire list below for each column on the right.</b>	<b>Poverty Reduction</b>	<b>Economic Growth</b>
	<b>Social Services</b>		
1	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>
2	Nutrition	<input type="checkbox"/>	<input type="checkbox"/>
3	Health and population	<input type="checkbox"/>	<input type="checkbox"/>
4	Education and skill enhancement	<input type="checkbox"/>	<input type="checkbox"/>
5	Social protection (e.g., pensions, targeted social assistance, labor, cash transfers)	<input type="checkbox"/>	<input type="checkbox"/>
6	Water, sanitation, and hygiene	<input type="checkbox"/>	<input type="checkbox"/>
7	Disaster management and risk reduction	<input type="checkbox"/>	<input type="checkbox"/>
8	Youth development	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Governance</b>		
9	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>
10	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>
11	Anti-corruption and transparency	<input type="checkbox"/>	<input type="checkbox"/>
12	Public financial management (e.g., public expenditure, fiscal system reform, accounting, auditing)	<input type="checkbox"/>	<input type="checkbox"/>
13	Public sector and civil service reform	<input type="checkbox"/>	<input type="checkbox"/>
14	Financial sector (stability and access to financial services)	<input type="checkbox"/>	<input type="checkbox"/>
15	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Infrastructure</b>		
16	Energy	<input type="checkbox"/>	<input type="checkbox"/>
17	Communication network	<input type="checkbox"/>	<input type="checkbox"/>
18	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>	<input type="checkbox"/>
19	Urban development (such as housing and planning)	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Trade and regional cooperation</b>		
20	Global cooperation	<input type="checkbox"/>	<input type="checkbox"/>
21	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>
22	Regional cooperation	<input type="checkbox"/>	<input type="checkbox"/>
23	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Rural Development</b>		
24	Agricultural development and irrigation	<input type="checkbox"/>	<input type="checkbox"/>
25	Food security	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Society and Development</b>		
26	Gender	<input type="checkbox"/>	<input type="checkbox"/>
27	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Environment and Natural Resources</b>		
28	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>
29	Natural resource management (e.g., oil, gas, mining)	<input type="checkbox"/>	<input type="checkbox"/>
30	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>
31	Others (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**A5.** 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 should be achieved in Pakistan? **(Choose no more than TWO)**

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

When taking into consideration all the challenges Pakistan faces, how relevant do you believe the following priorities are for Pakistan?

		Not relevant at all										Very Relevant	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>A6.</b>	Climate change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>A7.</b>	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>A8.</b>	Trade	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>A9.</b>	Food and nutrition security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**A10.** 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 Pakistan? **(Select only ONE response)**

1	A very big problem	<input type="checkbox"/>
2	A moderately big problem	<input type="checkbox"/>
3	A small problem	<input type="checkbox"/>
4	Not a problem at all	<input type="checkbox"/>
5	Don't know	<input type="checkbox"/>

**A11.** In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? **(Select only ONE response)**

1	A very big problem	<input type="checkbox"/>
2	A moderately big problem	<input type="checkbox"/>
3	A small problem	<input type="checkbox"/>
4	Not a problem at all	<input type="checkbox"/>
5	Don't know	<input type="checkbox"/>

## Section B: Overall Attitudes toward the World Bank Group

**B1.** How familiar are you with the work of the World Bank Group in Pakistan?

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 Pakistan?

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 Pakistan 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 Pakistan, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Pakistan? **(Choose no more than THREE from the entire list below)**

Social Services		
1	Law and justice (e.g., judicial system)	<input type="checkbox"/>
2	Nutrition	<input type="checkbox"/>
3	Health and population	<input type="checkbox"/>
4	Education and skill enhancement	<input type="checkbox"/>
5	Social protection (e.g., pensions, targeted social assistance, labor, cash transfers)	<input type="checkbox"/>
6	Poverty reduction	<input type="checkbox"/>
7	Disaster management and risk reduction	<input type="checkbox"/>
8	Water, sanitation, and hygiene	<input type="checkbox"/>
9	Youth development	<input type="checkbox"/>
Governance		
10	Public sector and civil service reform	<input type="checkbox"/>
11	Domestic private sector development	<input type="checkbox"/>
12	Anti-corruption and transparency	<input type="checkbox"/>
13	Regulatory framework	<input type="checkbox"/>
14	Job creation/employment	<input type="checkbox"/>
15	Public financial management (e.g., public expenditure, fiscal system reform, accounting, auditing)	<input type="checkbox"/>
16	Financial sector (stability and access to financial services)	<input type="checkbox"/>
17	Economic growth	<input type="checkbox"/>
Infrastructure		
18	Energy	<input type="checkbox"/>
19	Communication network	<input type="checkbox"/>
20	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>
21	Urban development (such as housing and planning)	<input type="checkbox"/>
Trade and regional cooperation		
22	Trade and exports	<input type="checkbox"/>
23	Foreign direct investment	<input type="checkbox"/>
24	Regional cooperation	<input type="checkbox"/>
25	Global cooperation	<input type="checkbox"/>
Rural Development		
26	Agricultural development and irrigation	<input type="checkbox"/>
27	Food security	<input type="checkbox"/>
Society and Development		
28	Gender	<input type="checkbox"/>
29	Equality of opportunity (i.e., equity)	<input type="checkbox"/>
Environment and Natural Resources		
30	Natural resource management (e.g., oil, gas, mining)	<input type="checkbox"/>
31	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>
32	Environmental sustainability	<input type="checkbox"/>
33	Others (please specify): _____	<input type="checkbox"/>

**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 Pakistan?

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Data	<input type="checkbox"/>	<input type="checkbox"/>
2	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
3	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Introducing innovations through projects or analytical work	<input type="checkbox"/>	<input type="checkbox"/>
5	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
6	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
7	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
8	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
9	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
10	Bringing discipline and effective supervision (e.g., adherence to financial management and procurement procedures) in the implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Pakistan? (If you have NO exposure to/experience in any of the areas 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		
<b>B6.</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B7.</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B8.</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

When thinking about how to improve capacity building in Pakistan to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond “Don’t know”)

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B9.</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B10.</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11.</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**B12. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Pakistan? (Choose no more than TWO)**

1	Not client focused	<input type="checkbox"/>
2	Not exploring alternative policy options	<input type="checkbox"/>
3	Not being able to mobilize relevant knowledge from other countries	<input type="checkbox"/>
4	Its advice and strategies do not lend themselves to practical problem solving	<input type="checkbox"/>
5	Not enough public disclosure of its work	<input type="checkbox"/>
6	Arrogant in its approach	<input type="checkbox"/>
7	Being too risk averse	<input type="checkbox"/>
8	Staff too inaccessible	<input type="checkbox"/>
9	The credibility of its knowledge/data	<input type="checkbox"/>
10	World Bank Group’s processes too complex	<input type="checkbox"/>
11	Not willing to honestly criticize policies and reform efforts in the country	<input type="checkbox"/>
12	Not enough decentralization to the provinces	<input type="checkbox"/>
13	Too influenced by developed countries	<input type="checkbox"/>
14	Imposing technocratic solutions without regard to political realities	<input type="checkbox"/>
15	World Bank Group’s processes too slow (e.g., too bureaucratic in its operational policies and procedures)	<input type="checkbox"/>
16	Not aligned with other donors’ work	<input type="checkbox"/>
17	Not being able to work across sectors	<input type="checkbox"/>
18	Not aligned with country priorities	<input type="checkbox"/>
19	Not adequately sensitive to political/social realities in Pakistan	<input type="checkbox"/>
20	Not collaborating enough with stakeholders outside the Government	<input type="checkbox"/>
21	Too narrowly focused on its environmental and social safeguard policies	<input type="checkbox"/>
22	Other (please specify): _____	<input type="checkbox"/>
23	Don’t know	<input type="checkbox"/>

**B13. Which World Bank Group’s instruments do you believe are the MOST effective and LEAST effective in reducing poverty in Pakistan?**

		<b>Most effective (Choose TWO)</b>	<b>Least effective (Choose TWO)</b>
1	Multi-sectoral approaches	<input type="checkbox"/>	<input type="checkbox"/>
2	Knowledge products/services (analytical work, studies, surveys, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
3	Investment lending (financing specific projects)	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance (advice, best practice, international experience, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
7	Trust Fund management	<input type="checkbox"/>	<input type="checkbox"/>
8	Results-based lending	<input type="checkbox"/>	<input type="checkbox"/>
9	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>
10	Don’t know	<input type="checkbox"/>	<input type="checkbox"/>

**B14. To what extent do you believe that the World Bank Group’s work and support help the poorest in Pakistan? (Select only ONE response)**

1	To a fully sufficient degree	<input type="checkbox"/>
2	To a somewhat sufficient degree	<input type="checkbox"/>
3	To a somewhat insufficient degree	<input type="checkbox"/>
4	To a very insufficient degree	<input type="checkbox"/>
5	Don’t know	<input type="checkbox"/>

**B15.** In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? **(Choose no more than TWO)**

1	Academia/think tanks/research institutes	<input type="checkbox"/>	8	Youth/university groups	<input type="checkbox"/>
2	Donor community	<input type="checkbox"/>	9	Beneficiaries	<input type="checkbox"/>
3	Media	<input type="checkbox"/>	10	Foundations	<input type="checkbox"/>
4	Local Government	<input type="checkbox"/>	11	Provincial Governments	<input type="checkbox"/>
5	Private sector	<input type="checkbox"/>	12	Faith-based organizations	<input type="checkbox"/>
6	Parliament	<input type="checkbox"/>	13	Other (please specify): _____	<input type="checkbox"/>
7	NGOs/Community Based Organizations (CBOs)	<input type="checkbox"/>	14	Don't know	<input type="checkbox"/>

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B16.</b>	Overall the World Bank Group currently plays a relevant role in development in Pakistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17.</b>	The World Bank Group's work is aligned with what I consider the development priorities for Pakistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18.</b>	The World Bank Group supports programs and strategies that are realistic for Pakistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B19.</b>	The World Bank Group treats clients and stakeholders in Pakistan with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20.</b>	To maximize the impact of its limited resources, the World Bank Group strategically supports programs where it has the most expertise and/or comparative advantage.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent is the World Bank Group an effective development partner in Pakistan, 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		
<b>B21.</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B22.</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23.</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24.</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B25.</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B26.</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B27.</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B28.</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B29.</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B30.</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B31.</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B32.</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B33.</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B34.</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**B35.** To be a more effective development partner in Pakistan, do you believe that the World Bank Group should have... ? **(Select only ONE response)**

1	More local presence	<input type="checkbox"/>
2	The current level of local presence is adequate	<input type="checkbox"/>
3	Less local presence	<input type="checkbox"/>
4	Don't know	<input type="checkbox"/>

**B36.** 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 TWO)**

1	The World Bank Group does not do adequate follow through/follow-up	<input type="checkbox"/>
2	Strict compliance requirements with the World Bank Group's environment and social safeguard policies	<input type="checkbox"/>
3	The World Bank Group is not sensitive enough to political/social realities on the ground	<input type="checkbox"/>
4	Lack of/inadequate levels of capacity in Government	<input type="checkbox"/>
5	There is not an adequate level of citizen/civil society participation	<input type="checkbox"/>
6	The World Bank Group works too slowly	<input type="checkbox"/>
7	The Government works inefficiently	<input type="checkbox"/>
8	Political pressures and obstacles	<input type="checkbox"/>
9	Reforms are not well thought out in light of country challenges	<input type="checkbox"/>
10	Poor donor coordination	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>

## Section C: World Bank Group's Sectoral Effectiveness and Results

**C1.** In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Pakistan? (Choose an answer for each area below)

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
	<b>Social Services</b>												
1	Education and skill enhancement	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Youth development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Health and population	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Social protection (e.g., pensions, targeted social assistance, labor, cash transfers)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Disaster management and risk reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Water, sanitation, and hygiene	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Nutrition	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
	<b>Governance</b>												
10	Public sector and civil service reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Domestic private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Public financial management (e.g., public expenditure, fiscal system reform, accounting, auditing)	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	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Financial sector (stability and access to financial services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Anti-corruption and transparency	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
	<b>Infrastructure</b>												
18	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Communication network	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Urban development (such as housing and planning)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
	<b>Trade and regional cooperation</b>												
22	Regional cooperation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Global cooperation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
	<b>Rural Development</b>												
26	Agricultural development and irrigation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
	<b>Society and Development</b>												
28	Gender	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
	<b>Environment and Natural Resources</b>												
30	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
33	Others (please specify): _____	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**C2.** How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Pakistan? (Choose an answer for each area below. 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
	<b>Social Services</b>												
1	Water, sanitation, and hygiene	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Nutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Health and population	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Social protection (e.g., pensions, targeted social assistance, labor, cash transfers)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Disaster management and risk reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Education and skill enhancement	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Youth development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
	<b>Governance</b>												
10	Public sector and civil service reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Anti-corruption and transparency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Public financial management (e.g., public expenditure, fiscal system reform, accounting, auditing)	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	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Financial sector (stability and access to financial services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
	<b>Infrastructure</b>												
18	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Communication network	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Urban development (such as housing and planning)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
	<b>Trade and regional cooperation</b>												
22	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Regional cooperation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global cooperation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
	<b>Rural Development</b>												
26	Agricultural development and irrigation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
	<b>Society and Development</b>												
28	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
	<b>Environment and Natural Resources</b>												
30	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Others (please specify): _____	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you agree/disagree with the following statements about the cash transfer and social protection programs in Pakistan:

		Strongly disagree										Strongly agree	Don't know
<b>C3.</b>	The introduction of technology based systems in social safety net operations (i.e., payment mechanisms and identifying potential beneficiaries of cash transfer programs) has increased transparency, accountability, and overall impact.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C4.</b>	Inclusion of education for primary school age children in cash transfer program is a good way to invest in human capital.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5.</b>	The National Safety Net platform managed by an independent board of directors (including private sector) helps strengthen the World Bank Group's social protection programs in Pakistan.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**C6.** Where are the World Bank Group's decisions made primarily that support the program in Pakistan? (Select only ONE response)

1	At the Headquarters (in Washington D.C.)	<input type="checkbox"/>
2	In the country	<input type="checkbox"/>
3	Don't know	<input type="checkbox"/>

**C7.** To what extent does the World Bank Group's work help to achieve development results in Pakistan?

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/disagree with the following statements about the World Bank Group in Pakistan?

		Strongly disagree										Strongly agree	Don't know
<b>C8.</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Pakistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C9.</b>	The World Bank Group meets Pakistan'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"/>	

**C10.** Overall, how effective is the World Bank Group at using its convening power to mobilize outside or additional support and resources for development in Pakistan?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

**C11.** To what extent do you believe the World Bank Group measures and corrects its work in real time in Pakistan?

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 D: The IFC and World Bank

**D1.** Are you aware of the IFC (International Finance Corporation), the private sector arm of the World Bank Group? (If Yes, please go to question D2, if No, please go to question E1)

1	Yes	<input type="checkbox"/>
2	No	<input type="checkbox"/>

**D2.** Has your organization availed any services from the IFC? (If Yes, please go to question D3, if No, please go to question D4)

1	Yes	<input type="checkbox"/>
2	No	<input type="checkbox"/>

**D3.** Please indicate the type of services your organization availed from the IFC in the past five years. (Please choose all that apply)

1	Loan	<input type="checkbox"/>
2	Equity	<input type="checkbox"/>
3	Guarantee	<input type="checkbox"/>
4	Advisory services	<input type="checkbox"/>
5	Don't know	<input type="checkbox"/>
6	Others (please specify): _____	<input type="checkbox"/>

**D4.** Do your projects involve both the World Bank and the IFC? (If YES please go to Question D5; If NO please go to D6)

1	Yes	<input type="checkbox"/>
2	No	<input type="checkbox"/>

**D5.** If yes, what was your view of how the two institutions work together in Pakistan? (Select only ONE response)

1	The two institutions work well together	<input type="checkbox"/>
2	The way the two institutions work together needs improvement	<input type="checkbox"/>
3	The two institutions do not work well together	<input type="checkbox"/>
4	Don't know	<input type="checkbox"/>

**D6.** How would you describe the overall impact of IFC advisory/investment services on your organization? (Select only ONE response)

1	Very positive impact	<input type="checkbox"/>
2	Somewhat positive impact	<input type="checkbox"/>
3	Somewhat negative impact	<input type="checkbox"/>
4	Very negative impact	<input type="checkbox"/>
5	No impact at all	<input type="checkbox"/>
6	Don't know	<input type="checkbox"/>

**D7.** How would you describe the role of IFC advisory/investment services in private sector development in Pakistan? (Select only ONE response)

1	A very positive role	<input type="checkbox"/>
2	A somewhat positive role	<input type="checkbox"/>
3	A somewhat negative role	<input type="checkbox"/>
4	A very negative role	<input type="checkbox"/>
5	IFC's advisory/investment services don't play a role in private sector development in the country	<input type="checkbox"/>
6	Don't know	<input type="checkbox"/>

## Section E: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

**E1.** How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

1	Weekly	<input type="checkbox"/>
2	Monthly	<input type="checkbox"/>
3	A few times a year	<input type="checkbox"/>
4	Rarely	<input type="checkbox"/>
5	Never	<input type="checkbox"/>

How effective do you believe the World Bank Group has been in Pakistan in using its knowledge work and activities?

		Not effective at all										Very effective		Don't know
		1	2	3	4	5	6	7	8	9	10			
<b>E2.</b>	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>E3.</b>	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>E4.</b>	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>E5.</b>	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>E6.</b>	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

In Pakistan, 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
		1	2	3	4	5	6	7	8	9	10			
<b>E7.</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>E8.</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>E9.</b>	Providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>E10.</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>E11.</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>E12.</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>E13.</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>E14.</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>E15.</b>	Are adaptable to Pakistan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

**E16.** 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"/>	
<b>Not significant at all</b>										<b>Very significant</b>	Don't know

**E17.** 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"/>
<b>Very low technical quality</b>									<b>Very high technical quality</b>	Don't know

## Section F: 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		
<b>F1.</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>F2.</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>F3.</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>F4.</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>F5.</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>F6.</b>	The World Bank Group takes decisions quickly in Pakistan	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>F7.</b>	Working with the World Bank Group increases Pakistan's institutional capacity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>F8.</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>F9.</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**F10.** To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Pakistan?

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

**F11.** To what extent do you believe that the World Bank Group's "Safeguard Policies" help to achieve environmental and social sustainability in Pakistan?

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

**F12.** Which of the following best describes the way the World Bank Group operates in Pakistan?  
(Select only ONE response)

1	The World Bank Group takes too much risk in Pakistan	<input type="checkbox"/>
2	The World Bank Group does not take enough risk in Pakistan	<input type="checkbox"/>
3	The World Bank Group's approach to risk is appropriate	<input type="checkbox"/>
4	Don't know	<input type="checkbox"/>

**F13.** Which of the following best describes the World Bank Group's support in Pakistan?  
(Select only ONE response)

1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Pakistan	<input type="checkbox"/>
2	The World Bank Group is not sufficiently selective in Pakistan, and it is involved in too many areas of development.	<input type="checkbox"/>
3	Don't know	<input type="checkbox"/>

**F14.** How familiar are you with World Bank Group’s procurement policies? (Select only ONE response) **(Please continue to question F15, only if you choose “very familiar” or “somewhat familiar.” Otherwise, please skip to question G1)**

1	Very familiar (Go to F15)	<input type="checkbox"/>
2	Somewhat familiar (Go to F15)	<input type="checkbox"/>
3	Somewhat unfamiliar (Go to G1)	<input type="checkbox"/>
4	Very unfamiliar (Go to G1)	<input type="checkbox"/>
5	Don’t know (Go to G1)	<input type="checkbox"/>

**F15.** How effective are the World Bank Group’s procurement policies relative to alternative procurement methods?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>Not effective at all</b>										<b>Very effective</b>	Don't know

**F16.** To improve the effectiveness of the World Bank Group’s procurement support, which of the following actions would you recommend? **(Please choose no more than TWO)**

1	Use national procurement procedures rather World Bank Group’s procurement procedures	<input type="checkbox"/>
2	Eliminate prior reviews	<input type="checkbox"/>
3	Engage more in contract management	<input type="checkbox"/>
4	Carry out road shows before tendering	<input type="checkbox"/>
5	Make e-procurement a standard practice for World Bank Group’s operation in Pakistan	<input type="checkbox"/>
6	Assign additional staff per project	<input type="checkbox"/>
7	Other (please specify): _____	<input type="checkbox"/>
8	Don’t know	<input type="checkbox"/>

## Section G: The World Bank Group’s Country Partnership Strategy and Sectoral Work in Pakistan

**G1.** How familiar are you with World Bank Group’s Country Partnership Strategy (FY15-19) for Pakistan? (Select only ONE response) (Please continue to question G2, only if you choose “very familiar” or “somewhat familiar.” Otherwise, please skip to question H1)

1	Very familiar (Go to G2)	<input type="checkbox"/>
2	Somewhat familiar (Go to G2)	<input type="checkbox"/>
3	Somewhat unfamiliar (Go to H1)	<input type="checkbox"/>
4	Very unfamiliar (Go to H1)	<input type="checkbox"/>
5	Don’t know (Go to H1)	<input type="checkbox"/>

**G2.** Do you think the Country Partnership Strategy for FY15-19 focused on the right priorities for Pakistan?

1	Yes	<input type="checkbox"/>
2	No	<input type="checkbox"/>

Please rate the Government’s performance in terms of each pillar of the Country Partnership Strategy (FY15-19) since July 2014?

		Very poor										Very good		Don't know
		1	2	3	4	5	6	7	8	9	10	9	10	
<b>G3.</b>	Energy	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
<b>G4.</b>	Private sector development	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
<b>G5.</b>	Inclusion	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
<b>G6.</b>	Service delivery	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>

Please rate World Bank Group’s performance in terms of each pillar of the Country Partnership Strategy (FY15-19) since July 2014?

		Very poor										Very good		Don't know
		1	2	3	4	5	6	7	8	9	10	9	10	
<b>G7.</b>	Energy	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
<b>G8.</b>	Private sector development	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
<b>G9.</b>	Inclusion	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
<b>G10.</b>	Service delivery	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>

For the FY15-19 Country Partnership Strategy, please rate the importance of the following areas for Pakistan

		Unimportant										Very important		Don't know
		1	2	3	4	5	6	7	8	9	10	9	10	
<b>G11.</b>	Project financing	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
<b>G12.</b>	Budget support	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
<b>G13.</b>	Knowledge and data sharing	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
<b>G14.</b>	Technical assistance	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
<b>G15.</b>	Policy advice	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
<b>G16.</b>	Other (please specify): _____	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>

## Urban development:

**G17.** When considering Pakistan’s economic development, how important a role can sustainable urban growth play?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not important at all									Very important	Don't know

**G18.** Which TWO of the following are the greatest challenges to tapping the economic potential of cities in Pakistan? **(Please choose no more than TWO)**

1	Weak legal, title rights (or Land Record Management)	<input type="checkbox"/>
2	Lack of long term planning	<input type="checkbox"/>
3	Absence of local governments	<input type="checkbox"/>
4	Weak governance	<input type="checkbox"/>
5	Unclear and overlapping institutional mandates	<input type="checkbox"/>
6	Others (please specify): _____	<input type="checkbox"/>
7	Don't know	<input type="checkbox"/>

**G19.** When considering how to enhance the delivery of municipal services in cities in Pakistan, in which of the following areas should the Government focus its resources most for the greatest value? **(Please choose no more than TWO)**

1	Institutional reform and clear mandates	<input type="checkbox"/>
2	Private sector participation	<input type="checkbox"/>
3	Citizen engagement and feedback (Report Card etc.)	<input type="checkbox"/>
4	Governance/Accountability	<input type="checkbox"/>
5	Others (please specify): _____	<input type="checkbox"/>
6	Don't know	<input type="checkbox"/>

**G20.** Where should the WBG focus most of its resources to add the greatest value, when it comes to developing Pakistan’s cities? **(Please choose no more than TWO)**

1	Technical advice, knowledge sharing	<input type="checkbox"/>
2	Budget support for reforms	<input type="checkbox"/>
3	Project investment	<input type="checkbox"/>
4	Donor coordination, convening facility	<input type="checkbox"/>
5	Institutional development (systems, human resources, training)	<input type="checkbox"/>
6	Others (please specify): _____	<input type="checkbox"/>
7	Don't know	<input type="checkbox"/>

## Energy sector:

**G21.** To what extent do you believe the World Bank Group increased its attention to the energy sector in Pakistan in the past two years?

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

**G22.** How significant of a **mid-term impact** has the World Bank Group's support to the energy sector had on Pakistan's development in the last two years?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>Not significant at all</b>									<b>Very significant</b>	Don't know

**G23.** When considering the World Bank Group's support to Pakistan's energy sector, in which two of the following areas should the WBG focus most of its resources in order to add the most value?

**(Please choose no more than TWO)**

1	Hydropower generation	<input type="checkbox"/>
2	Energy (electricity and gas) sector reforms to improve governance and performance of energy related institutions, reduce losses, optimize use of local resources, and review the Tariff & Subsidy schemes	<input type="checkbox"/>
3	Support to policy enabling environment to attract private investment in the sector (generation/transmission/distribution)	<input type="checkbox"/>
4	Promotion and development of other renewable and alternative sources of energy	<input type="checkbox"/>
5	Support to the development of regional transmission systems to facilitate energy supply/import within countries in the region	<input type="checkbox"/>
6	Others (please specify): _____	<input type="checkbox"/>
7	Don't know	<input type="checkbox"/>

## Section H: THE FUTURE ROLE OF THE WORLD BANK GROUP IN PAKISTAN

**H1.** How significant a role do you believe the World Bank Group SHOULD play in Pakistan’s development in the near future?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									A very significant role	Don't know
<b>Please explain why:</b>										

**H2.** Which of the following SHOULD the World Bank Group do to make itself of greater value in Pakistan? (Choose no more than TWO)

1	Provide more adequate data/knowledge/statistics/figures on Pakistan’s economy	<input type="checkbox"/>
2	Work faster	<input type="checkbox"/>
3	Offer more innovative financial products	<input type="checkbox"/>
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	<input type="checkbox"/>
5	Reach out more to groups outside of Government	<input type="checkbox"/>
6	Shift its focus from environmental and social safeguards to environmental and social sustainability	<input type="checkbox"/>
7	Ensure greater selectivity in its work	<input type="checkbox"/>
8	Improve the quality of its experts as related to Pakistan’s specific challenges	<input type="checkbox"/>
9	Offer more innovative knowledge services	<input type="checkbox"/>
10	Increase decentralization to the provinces	<input type="checkbox"/>
11	Collaborate more effectively with Government clients (e.g., national, state, local)	<input type="checkbox"/>
12	Increase the level of capacity development in the country	<input type="checkbox"/>
13	Reduce the complexity of obtaining World Bank Group financing	<input type="checkbox"/>
14	Focus primarily on advocacy issues	<input type="checkbox"/>
15	Increase availability of Reimbursable Advisory Services (RAS)	<input type="checkbox"/>
16	Other (please specify): _____	<input type="checkbox"/>

**H3.** When considering the combination of services that the World Bank Group offers in Pakistan, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Pakistan? (Select only ONE response)

1	Financial services	<input type="checkbox"/>
2	Knowledge products	<input type="checkbox"/>
3	Convening services	<input type="checkbox"/>
4	None of the above	<input type="checkbox"/>
5	The combination is appropriate for Pakistan	<input type="checkbox"/>
6	Don’t know	<input type="checkbox"/>

## Section I: COMMUNICATION AND INFORMATION SHARING

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

1	Periodicals	<input type="checkbox"/>
2	International newspapers	<input type="checkbox"/>
3	Local radio	<input type="checkbox"/>
4	International radio	<input type="checkbox"/>
5	Local television	<input type="checkbox"/>
6	International television	<input type="checkbox"/>
7	Local newspapers	<input type="checkbox"/>
8	Internet	<input type="checkbox"/>
9	Social media (e.g., blogs, Facebook)	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>

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

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	<input type="checkbox"/>
2	e-Newsletters	<input type="checkbox"/>
3	World Bank Group’s seminars/workshops/conferences	<input type="checkbox"/>
4	World Bank Group’s publications and other written materials (e.g., books, reports, press releases, articles)	<input type="checkbox"/>
5	World Bank Group’s website	<input type="checkbox"/>
6	Social media (e.g., blogs, Facebook)	<input type="checkbox"/>
7	Mobile phones	<input type="checkbox"/>
8	Other (please specify): _____	<input type="checkbox"/>

		Yes	No
<b>13.</b>	Are you aware of the World Bank Group’s Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<input type="checkbox"/>	<input type="checkbox"/>
<b>14.</b>	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question 15; if NO please go to 16)	<input type="checkbox"/>	<input type="checkbox"/>
<b>15.</b>	Were you able to obtain this information?	<input type="checkbox"/>	<input type="checkbox"/>
<b>16.</b>	Do you have access to the Internet?	<input type="checkbox"/>	<input type="checkbox"/>
<b>17.</b>	Do you use/have you used the World Bank Group website?	<input type="checkbox"/>	<input type="checkbox"/>
<b>18.</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook)?	<input type="checkbox"/>	<input type="checkbox"/>

**19.** From whom would you prefer to receive information about World Bank Group projects in Pakistan?

1	Government agencies implementing World Bank Group-supported projects	<input type="checkbox"/>
2	World Bank Group country office	<input type="checkbox"/>

**110.** Which do you primarily use to get information about World Bank Group on the internet?  
(Select only ONE response)

1	The World Bank’s country website ( <a href="http://www.worldbank.org/pk">www.worldbank.org/pk</a> )	<input type="checkbox"/>
2	The World Bank’s main website ( <a href="http://www.worldbank.org">www.worldbank.org</a> )	<input type="checkbox"/>
3	World Bank Pakistan’s Facebook ( <a href="http://www.facebook.com/WorldBankPakistan">www.facebook.com/WorldBankPakistan</a> )	<input type="checkbox"/>
4	I don’t use the internet for this purpose	<input type="checkbox"/>

**I11.** Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi	<input type="checkbox"/>
2	Dial-up	<input type="checkbox"/>

Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
<b>I12.</b>	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"/>	
<b>I13.</b>	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"/>	
<b>I14.</b>	The World Bank Group's social media channels (e.g., blogs, Facebook) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>I15.</b>	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"/>	
<b>I16.</b>	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	<input type="checkbox"/>
2	Office of Minister	<input type="checkbox"/>
3	Office of Parliamentarian	<input type="checkbox"/>
4	Employee of a Ministry, Ministerial Department or Implementation Agency	<input type="checkbox"/>
5	Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	<input type="checkbox"/>
6	Local Government Office or Staff	<input type="checkbox"/>
7	Bilateral/Multilateral Agency	<input type="checkbox"/>
8	Private Sector Organization	<input type="checkbox"/>
9	Private Foundation	<input type="checkbox"/>
10	Financial Sector/Private Bank	<input type="checkbox"/>
11	NGO/Community Based Organization	<input type="checkbox"/>
12	Media (press, radio, TV, web, etc.)	<input type="checkbox"/>
13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	<input type="checkbox"/>
14	Trade Union	<input type="checkbox"/>
15	Faith-Based Group	<input type="checkbox"/>
16	Youth Group	<input type="checkbox"/>
17	Academia/Research Institute/Think Tank	<input type="checkbox"/>
18	Judiciary Branch	<input type="checkbox"/>
19	Other (please specify): _____	<input type="checkbox"/>

**J2. Please identify the primary specialization of your work. (Select only ONE response)**

1	Water	<input type="checkbox"/>
2	Social protection and labor	<input type="checkbox"/>
3	Fragility, conflict and violence	<input type="checkbox"/>
4	Environment and natural resources	<input type="checkbox"/>
5	Public-private partnerships	<input type="checkbox"/>
6	Education	<input type="checkbox"/>
7	Health, nutrition, and population	<input type="checkbox"/>
8	Energy and extractives	<input type="checkbox"/>
9	Macroeconomics and fiscal management	<input type="checkbox"/>
10	Trade and competitiveness	<input type="checkbox"/>
11	Finance and markets	<input type="checkbox"/>
12	Gender	<input type="checkbox"/>
13	Transport and ICT	<input type="checkbox"/>
14	Urban, rural, and social development	<input type="checkbox"/>
15	Governance	<input type="checkbox"/>
16	Poverty	<input type="checkbox"/>
17	Jobs	<input type="checkbox"/>
18	Agriculture	<input type="checkbox"/>
19	Climate Change	<input type="checkbox"/>
20	Generalist (specialized in multiple sectors)	<input type="checkbox"/>
21	Other (please specify): _____	<input type="checkbox"/>

**J3. How closely do you interact with the World Bank Group at a professional level?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not closely at all									Very closely	Don't know

**J4. Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)**

1	I currently collaborate with the World Bank Group	<input type="checkbox"/>
2	I have previously collaborated with the World Bank Group	<input type="checkbox"/>
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	<input type="checkbox"/>
4	I have never collaborated with the World Bank Group	<input type="checkbox"/>

**J5. Which of the following agencies of the World Bank Group do you primarily engage with in Pakistan? (Select only ONE response)**

1	The World Bank (IBRD/IDA)	<input type="checkbox"/>
2	The International Finance Corporation (IFC)	<input type="checkbox"/>
3	The Multilateral Investment Guarantee Agency (MIGA)	<input type="checkbox"/>
4	Other (please specify): _____	<input type="checkbox"/>

**J6. Which of the following describes most of your exposure to the World Bank Group in Pakistan? (Choose no more than TWO)**

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

**J7. What's your gender?**

1	Female	<input type="checkbox"/>
2	Male	<input type="checkbox"/>

**J8. What's your age?**

1	Between 18 and 29	<input type="checkbox"/>
2	Between 30 and 45	<input type="checkbox"/>
3	Between 46 and 62	<input type="checkbox"/>
4	More than 62	<input type="checkbox"/>
5	Prefer not to answer	<input type="checkbox"/>

**J9. Which best represents your geographic location? (Select only ONE response)**

1	Sindh	<input type="checkbox"/>
2	Khyber Pakhtunkhwa	<input type="checkbox"/>
3	Balochistan	<input type="checkbox"/>
4	Punjab	<input type="checkbox"/>
5	Federal Capital (ICT)	<input type="checkbox"/>
6	Regions and territories	<input type="checkbox"/>
7	Azad Jammu and Kashmir (AJK)	<input type="checkbox"/>
8	Gilgit-Baltistan (GB)	<input type="checkbox"/>
9	Federally Administered Tribal Areas (FATA)	<input type="checkbox"/>



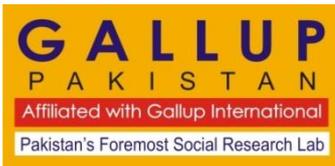
**OPTIONAL INFORMATION**  
For field-work follow up only\*

This is only for tracking our field-work. Any information provided here will be detached from data processing or sharing with client. Please be assured about anonymity of responses. But, even then this is perfectly OPTIONAL. Most Obligated.

Name of Respondent: \_\_\_\_\_

City of Respondent: \_\_\_\_\_

\*Our procedure is to follow up with Reminders. The information on this page helps us to NOT bother you with unnecessary Reminders.



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