Appendix E: Morocco FY 2012 Questionnaire



World Bank Country Survey FY12 – MOROCCO

The World Bank is interested in gauging the views of clients and partners who are either involved in development in MOROCCO or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in MOROCCO, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in MOROCCO. The World Bank commissioned an independent firm to oversee the logistics of this effort in MOROCCO. This ensures anonymity and confidentiality. We hope you'll be candid. 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.

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 MOROCCO

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

SECTION A: GENERAL ISSUES

A2. When considering development priorities, which ONE development priority below is the most important in MOROCCO? Which ONE is the second most important priority? Which ONE is the third most important priority?

Ch	oose only ONE for each column	FIRST priority (Choose only ONE)	SECOND priority (Choose only ONE)	THIRD priority (Choose only ONE)
1	Rural/Agricultural development			
2	Education			
3	Social protection (e.g., pensions, targeted social assistance)			
4	Transport (e.g., roads, bridges, transportation)			
5	Poverty reduction			
6	Public sector reform			
7	Regional/Global integration			
8	Gender			
9	Domestic private sector development (i.e. access to finance, access to land)			
10	Foreign direct investment			
11	Water and sanitation			
12	Anti-corruption			
13	Citizen participation/Voice			
14	Public financial management (e.g., public expenditure, fiscal system reform)			
15	Job creation/employment			
16	Governance (i.e., building strong institutions/government effectiveness)			
17	Financial markets			
18	Urban development			
19	Environmental sustainability/Natural resource management			
20	Health			
21	Energy			
22	Food security			
23	Climate change (e.g., mitigation, adaptation)			
24	Government accountability			
25	Trade and exports			
26	Economic growth			
27	Law and justice (e.g., judicial system)			
28	Regulatory framework			
29	Information and communications technology			
30	Tourism			
31	Equality of opportunity (i.e., equity)			

SECTION A: GENERAL ISSUES

А3.	Poverty reduction is a broad term that encompasses work in many different areas.								
Wh	Which THREE areas of development listed below do you believe would contribute most to								
red	ucing poverty in MOROCCO? (Choose no more than THREE)								
1	Water and sanitation								
2	Equality of opportunity (i.e., equity)								
3	Economic growth								
4	Climate change (e.g., mitigation, adaptation)								
5	Tourism								
6	Regional/Global integration								
7	Gender								
8	Rural/Agricultural development								
9	Urban development								
10	Education								
11	Regulatory framework								
12	Social protection (e.g., pensions, targeted social assistance)								
13	Law and justice (e.g., judicial system)								
14	Transport (e.g., roads, bridges, transportation)								
15	Information and communications technology								
16	Anti corruption								
17	Domestic private sector development (i.e. access to finance, access to land)								
18	Foreign direct investment								
19	Energy								
20	Public sector reform								
21	Citizen participation/Voice								
22	Governance (i.e., building strong institutions/government effectiveness)								
23	Environmental sustainability/Natural resource management								
24	Health								
25	Public financial management (e.g., public expenditure, fiscal system reform)								
26	Government accountability								
27	Job creation/employment								
28	Financial markets								
29	Trade and exports								
30	Food security								

SECTION A: GENERAL ISSUES

A4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in MOROCCO? (Choose no more than THREE) Energy 2 Equality of opportunity (i.e., equity) Social protection (e.g., pensions, targeted social assistance) 4 **Tourism** 5 Climate change (e.g., mitigation, adaptation) Anti corruption 7 Citizen participation/Voice Rural/Agricultural development Foreign direct investment 10 Urban development Water and sanitation 11 12 Education 13 Information and communications technology 14 Regulatory framework 15 Government accountability 16 Trade and exports 17 Public sector reform Regional/Global integration 19 Domestic private sector development (i.e. access to finance, access to land) 20 Job creation/employment 21 Food security 22 Governance (i.e., building strong institutions/government effectiveness) 23 Transport (e.g., roads, bridges, transportation) Gender 25 Environmental sustainability/Natural resource management 26 Health 27 Law and justice (e.g., judicial system) Public financial management (e.g., public expenditure, fiscal system reform) Financial markets

B1. How familiar are you with the work of the World Bank in MOROCCO, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	
Not familiar at all									Extremely familiar	

B2. Overall, please rate your impression of the World Bank's effectiveness in MOROCCO, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	
Not effective at all									Very effective	Don't know

B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help MOROCCO solve its most complicated development challenges, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	
To no degree at all									To a very significant degree	Don't know

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

2 Edda 3 Sood 4 Go 5 Tra 6 Poor 7 Pull 8 Reg 9 Ge 10 Tool 11 Doo 12 Fool 13 Wat 14 End 15 Cit 16 Pull 17 Jok 18 Fin 19 Url 20 End 21 Equal 19 Cool 19	ural/Agricultural development ucation cial protection (e.g., pensions, targeted social assist overnance (i.e., building strong institutions/governansport (e.g., roads, bridges, transportation) everty reduction blic sector reform gional/Global integration ender urism emestic private sector development (i.e. access to reign direct investment ater and sanitation ergy cizen participation/Voice blic financial management (e.g., public expenditure to creation/employment)	finance, access to land)							
3 Sou 4 Go 5 Tra 6 Po 7 Pul 8 Rea 9 Ge 10 Tou 11 Do 12 Fou 13 Wa 14 End 15 Cit 16 Pul 17 Jok 18 Fin 19 Url 20 End 21 Equ	cial protection (e.g., pensions, targeted social assistance) evernance (i.e., building strong institutions/governansport (e.g., roads, bridges, transportation) everty reduction blic sector reform gional/Global integration ender ender urism emestic private sector development (i.e. access to reign direct investment ater and sanitation ergy eizen participation/Voice blic financial management (e.g., public expenditur	finance, access to land)							
4 Go 5 Tra 6 Por 7 Pul 8 Reg 9 Ge 10 Too 11 Do 12 Foo 13 Wa 14 End 15 Cit 16 Pul 17 Jok 18 Fin 19 Url 20 End 21 Equ	overnance (i.e., building strong institutions/governansport (e.g., roads, bridges, transportation) overty reduction blic sector reform gional/Global integration ender urism omestic private sector development (i.e. access to reign direct investment ater and sanitation ergy tizen participation/Voice blic financial management (e.g., public expenditur	finance, access to land)							
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8 Reg 9 Ge 10 Too 11 Do 12 Foo 13 Wa 14 End 15 Cit 16 Pul 17 Jok 18 Fin 19 Url 20 End 21 Equ	gional/Global integration ender urism emestic private sector development (i.e. access to reign direct investment ater and sanitation ergy cizen participation/Voice blic financial management (e.g., public expenditur								
9 Ge 10 Too 11 Do 12 Foo 13 Wa 14 End 15 Cit 16 Pul 17 Job 18 Fin 19 Url 20 End 21 Equ	ender urism omestic private sector development (i.e. access to reign direct investment ater and sanitation ergy cizen participation/Voice blic financial management (e.g., public expenditur								
10 Tool 11 Do 12 Fool 13 Wa 14 End 15 Cit 16 Pul 17 Job 18 Fin 19 Url 20 End 21 Equ	urism mestic private sector development (i.e. access to reign direct investment ater and sanitation ergy tizen participation/Voice blic financial management (e.g., public expenditur								
11 Do 12 For 13 Wa 14 End 15 Cit 16 Pul 17 Job 18 Fin 19 Url 20 End 21 Equ	omestic private sector development (i.e. access to reign direct investment ater and sanitation ergy cizen participation/Voice blic financial management (e.g., public expenditur								
12 For 13 Wa 14 End 15 Cit 16 Pul 17 Jok 18 Fin 19 Url 20 End 21 Equal 19 Wa 18 Fin 19 Url 20 End 19 Equal 19 E	reign direct investment ater and sanitation ergy cizen participation/Voice blic financial management (e.g., public expenditur								
13 Wa 14 End 15 Cit 16 Pul 17 Job 18 Fin 19 Url 20 End 21 Equ	ater and sanitation ergy izen participation/Voice blic financial management (e.g., public expenditur	e, fiscal system reform)							
14 End 15 Cit 16 Pul 17 Jok 18 Fin 19 Url 20 End 21 Equ	ergy izen participation/Voice blic financial management (e.g., public expenditur	e, fiscal system reform)							
15 Cit 16 Pul 17 Job 18 Fin 19 Url 20 Env 21 Equ	izen participation/Voice blic financial management (e.g., public expenditur	e, fiscal system reform)							
16 Pul 17 Job 18 Fin 19 Url 20 Env 21 Equ	blic financial management (e.g., public expenditur	e, fiscal system reform)							
17 Jok 18 Fin 19 Url 20 Env 21 Equ		e, fiscal system reform)							
18 Fin 19 Url 20 Env 21 Equ	b creation/employment								
19 Url 20 Env 21 Equ		Job creation/employment							
20 Env	nancial markets								
21 Eq	ban development								
	vironmental sustainability/Natural resource mana	gement							
22 He	Equality of opportunity (i.e., equity)								
	ealth								
23 Go	overnment accountability								
24 Fo	od security								
25 Cli	mate change (e.g., mitigation, adaptation)								
26 Tra	ade and exports								
27 Ecc	onomic growth								
28 Lav	w and justice (e.g., judicial system)								
29 Re	gulatory framework								
30 An	ti corruption								
31 Inf	iti corruption								

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

***	ich activity is of second greatest value in Mono	cco.	
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources		
2	Mobilizing third party financial resources		
3	Technical assistance		
4	Policy advice		
5	Donor coordination		
6	Data		
7	Training/capacity building		
8	Studies/analyses		
9	Convening/facilitating		
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)		
11	Other (please specify):		

В6.	Which of the following do you identify as the World Bank's greatest WEAKNESSES in its
wo	rk in MOROCCO? (Choose no more than TWO)
1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in MOROCCO
16	Other (please specify):

В7.	37. Which World Bank instruments do you believe are the MOST effective in reducing poverty								
in I	n MOROCCO? (Choose no more than TWO)								
1	Investment lending (financing specific projects)								
2	Capacity development								
3	Policy based lending / Budget support to the Government								
4	Knowledge products/services (analytical work, studies, surveys, etc.)								
5	Technical assistance (advice, best practice, international experience, etc.)								
6	Trust Fund management								
7	Other (please specify):								
8	Don't know								

	. Which World Bank instruments do you believe are LEAST effective in helping to reduce verty in MOROCCO? (Choose no more than TWO)
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify):
8	Don't know

B9. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	
To no degree at all									To a very significant degree	Don't know

	In addition to the regular relations with the national government as its main interlocutor, ich TWO of the following groups should the World Bank collaborate with more in your
cou	intry to ensure better development results there? (Choose no more than TWO)
1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media (e.g. newspapers, TV, radio, journalists)
11	Youth groups
12	Social media (Facebook, Twitter, Youtube)
13	Faith based organizations
14	Other (please specify):

To what extent do you agree with the following statements about the World Bank's work in MOROCCO, on a ten point scale?												
		3,								Don't know		
B11	Overall the World Bank currently plays a relevant role in development in MOROCCO	1	2	3	4	5	6	7	8	9	10	
B12	The World Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10	
B13	The World Bank supports programs and strategies that are realistic for MOROCCO	1	2	3	4	5	6	7	8	9	10	
B14	The World Bank treats clients and stakeholders in MOROCCO with respect	1	2	3	4	5	6	7	8	9	10	

	hat extent is the World Bank an effective develop ollowing?	omen	t par	tner	in N	/IOR	occ	:O, i	n tei	rms o	f each	ı of
	•	To no degree at all							To sign	Don't know		
B15	Responsiveness	1	2	3	4	5	6	7	8	9	10	
B16	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	
B17	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	
B18	Being inclusive	1	2	3	4	5	6	7	8	9	10	
B19	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	
B20	Staff accessibility	1	2	3	4	5	6	7	8	9	10	
B21	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	
B22	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	
B23	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	
B24	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	
B25	Follow through over time	1	2	3	4	5	6	7	8	9	10	

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

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

		Not effective Very at all effective										
C1	Anti corruption	1	2	3	4	5	6	7	8	9	10	
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	
С3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	
C4	Tourism	1	2	3	4	5	6	7	8	9	10	
C5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	
C6	Urban development	1	2	3	4	5	6	7	8	9	10	
С7	Environmental sustainability/Natural resource management	1	2	3	4	5	6	7	8	9	10	
С8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	
С9	Poverty reduction	1	2	3	4	5	6	7	8	9	10	
C10	Gender	1	2	3	4	5	6	7	8	9	10	
C11	Domestic private sector development (i.e. access to finance, access to land)	1	2	3	4	5	6	7	8	9	10	
C12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	
C13	Water and sanitation	1	2	3	4	5	6	7	8	9	10	
C14	Trade and exports	1	2	3	4	5	6	7	8	9	10	
C15	Economic growth	1	2	3	4	5	6	7	8	9	10	
C16	Energy	1	2	3	4	5	6	7	8	9	10	
C17	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	
C18	Job creation/employment	1	2	3	4	5	6	7	8	9	10	
C19	Financial markets	1	2	3	4	5	6	7	8	9	10	
C20	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	
C21	Health	1	2	3	4	5	6	7	8	9	10	
C22	Rural/Agricultural development	1	2	3	4	5	6	7	8	9	10	
C23	Governance (i.e., building strong institutions/government effectiveness)	1	2	3	4	5	6	7	8	9	10	
C24	Food security	1	2	3	4	5	6	7	8	9	10	
C25	Education	1	2	3	4	5	6	7	8	9	10	
C26	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	
C27	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	
C28	Public sector reform	1	2	3	4	5	6	7	8	9	10	
C29	Regional/Global integration	1	2	3	4	5	6	7	8	9	10	
C30	Citizen participation/Voice	1	2	3	4	5	6	7	8	9	10	
C31	Government accountability	1	2	3	4	5	6	7	8	9	10	

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C32	2. Please identify the two greatest obstacles to more effective governance (i.e.
gov	vernment effectiveness/institution building) in MOROCCO. (Choose no more than
TV	VO)
1	Resources (financial, infrastructure, ICT, etc.)
2	Political will
3	Properly trained staff
4	Regulation/laws
5	Access to information
6	Transparency in government information
7	Limited role of CSOs
8	Other (please specify):

effe	B. Please identify the two areas related to governance (i.e. government ectiveness/institution building) in MOROCCO where greater attention and resources from World Bank would be most valuable. (Choose no more than TWO)
	Trona Bank Would be most talaable. (Encode no more than 1110)
1	Training
2	Infrastructure
3	Information technology (computers, internet connectivity, etc.)
4	Institutional reforms
5	Coordination across administrations
6	Other (please specify):
-	- · · · · · / · · · · · · · · / · · · ·

	4. Please identify the two greatest obstacles to greater job creation/employment in DROCCO. (Choose no more than TWO)
1	Small domestic private sector
2	Skills mismatch
3	Access to employment information (i.e. vacancies, etc.)
4	Transparency in recruitment processes for public and private sector jobs
5	Equity (i.e. opportunities afforded to all)
6	Access to finance
7	Other (please specify):

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C3 !	C35. Please identify the two areas related to employment/job creation in MOROCCO where									
gre	eater attention and resources from the World Bank would be most valuable. (Choose									
no	more than TWO)									
1	Domestic private sector development									
2	Better matching between employers and job seekers									
3	Skills/vocational training									
4	Labor market regulation reform									
5	Access to finance									
6	Assistance to unemployed low-skilled workers									
7	Other (please specify):									

	6. Would you like to see more, less or just about the same level of World Bank olvement and support in areas related to employment/job creation in MOROCCO?
1	More
2	Less
3	Just about the same
4	None at all
5	Don't know

C37. To what of MOROCCO, on				rld Ban	k's wor	k help	to ach	ieve de	evelopment results	s in
1	2	3	4	5	6	7	8	9	10	
To no degree at all									To a very significant degree	Don't know

	rhat extent do you agree with the following point scale?	g stat	emer	nts ak	out 1	the W	/orlo	d Ban	k in I	MOR	occo), on
		Stror	υ,								ongly agree	Don't know
C38	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of MOROCCO	1	2	3	4	5	6	7	8	9	10	
C39	The World Bank meets MOROCCO's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	

	. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, ports) in the work you do?
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

D2. When thinking about the development challenges in MOROCCO, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

_	a list (Choose no more than Trikel)
1	Public sector reform
2	Gender
3	Education
4	Domestic private sector development (i.e. access to finance, access to land)
5	Foreign direct investment
6	Water and sanitation
7	Trade and exports
8	Economic growth
9	Energy
10	Citizen participation/Voice
11	Tourism
12	Governance (i.e., building strong institutions/government effectiveness)
13	Social protection (e.g., pensions, targeted social assistance)
14	Climate change (e.g., mitigation, adaptation)
15	Poverty reduction
16	Law and justice (e.g., judicial system)
17	Anti corruption
18	Financial markets
19	Equality of opportunity (i.e., equity)
20	Urban development
21	Government accountability
22	Regional/Global integration
23	Information and communications technology
24	Transport (e.g., roads, bridges, transportation)
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Job creation/employment
27	Health
28	Rural/Agricultural development
29	Food security
30	Environmental sustainability/Natural resource management
31	Regulatory framework

Hov	v effective do you believe the World Bank's	knov	vledg	e an	d rese	earch	are a	at	in M	ORO	CCO?		
		Not Very effective at all											
D3	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10		
D4	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10		
D5	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10		
D6	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10		
D7	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10		

		To no degree	-	To sign	Don't know							
D8	Are timely	1	2	3	4	5	6	7	8	9	10	
D9	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	
D10	Are relevant to MOROCCO's development priorities	1	2	3	4	5	6	7	8	9	10	
D11	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	
D12	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	
D13	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	
D14	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	
D15	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	
D16	Are adaptable to MOROCCO's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	

D17. Overall, how research make to	_					•				edge and
1	2	3	4	5	6	7	8	9	10	
Not significant at all									Very significant	Don't know

D18. Overall, h on a ten point s		uld you	rate th	ne tech	nical qu	uality o	f the V	Vorld E	Bank's knowledge/r	esearch,
1	2	3	4	5	6	7	8	9	10	
Very low technical quality									Very high technical quality	Don't know

D19. Overall, I South-South k					ınk at p	rovidi	ng link	age to n	on-Bank expertise	e (i.e.,
1	2	3	4	5	6	7	8	9	10	
Not effective at al	II								Very effective	Don't know

SECTION E: WORKING WITH THE WORLD BANK

	hat extent do you agree/disagree with the	Stroi	Strongly disagree										
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10		
E2	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10		
E3	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10		
E4	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10		
E 5	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10		
E6	Working with the World Bank increases MOROCCO's institutional capacity	1	2	3	4	5	6	7	8	9	10		
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10		
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10		
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10		
E10	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10		

SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN MOROCCO

F1. How signification development in			-				ank SHO	OULD p	lay in MOROCCO	O's
1	2	3	4	5	6	7	8	9	10	
Not a significant role at all									Very significant role	Don't know

	Which of the following SHOULD the World Bank do to make itself of greater value in PROCCO? (Choose no more than TWO)
1	Improve the quality of its experts as related to MOROCCO's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Financing more tied to government accountability and results
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on MOROCCO's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Increase availability of Fee-Based services
11	Work faster
12	Others (please specify):

SECTION G: COMMUNICATION AND INFORMATION SHARING

	. Do you believe that the government is doing enough to allow for a higher level of rticipation of civil society and citizens in MOROCCO?
1	Yes
2	No
3	Not sure
4	Don't know

G2	. Which of the following do you identify as the greatest obstacles in MOROCCO to a higher								
lev	level of participation of civil society and citizens? (Choose no more than TWO)								
1	Capacity								
2	Organization								
3	Adequate spaces for expression								
4	Ability to connect with other CSOs or citizens								
5	Access to finance								
6	Access to information								
7	Other (place specify):								

	G3. How do you get most of your information about economic and social development issues in MOROCCO? (Choose no more than TWO)			
1	Local newspapers			
2	International newspapers			
3	Local radio			
4	International radio			
5	Local television			
6	International television			
7	Periodicals			
8	Internet			
9	Social media (Facebook, Twitter, Youtube)			
10	Blogs			
11	Mobile phones			
12	Instant messaging			
13	Other (please specify):			

SECTION G: COMMUNICATION AND INFORMATION SHARING

	G4. How would you prefer to receive information from the World Bank? (Choose no more than TWO)		
1	World Bank website		
2	Direct contact with World Bank (i.e., face to face meetings/discussions)		
3	e-newsletters		
4	Instant messaging		
5	World Bank seminars/workshops/conferences		
6	World Bank Public Information Center		
7	World Bank publications and other written materials		
8	Mobile phones		
9	Social media (Facebook, Twitter, Youtube)		
10	Blogs		
11	Others (please specify):		

G5	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?		No
G6	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G7; if NO please go to G8)	Yes	No
G7	Were you able to obtain this information?	Yes	No
G8	Do you have access to the Internet?	Yes	No
G9	Do you use/have you used the World Bank website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G10. Which do you primarily use?			
1	The World Bank's country website (www.worldbank.org/morocco, www.albankaldawli.org/ma, www.banquemondiale.org/ma)		
2	The World Bank's main website (www.worldbank.org)		

	G11. Do you use/have you used the World Bank's Public Information Centers (PICs) in MOROCCO?		
1	Yes		
2	No		
3	I don't know what PIC is		

Please rate how much you agree with the following statements, on a ten point scale.												
		Strongly disagree			Str	Don't know						
G12	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10	
G13	I find the World Bank websites easy to navigate. (Only answer if you have used a World Bank website)	1	2	3	4	5	6	7	8	9	10	
G14	I find the information on the World Bank's websites useful. (Only answer if you have used a World Bank website)	1	2	3	4	5	6	7	8	9	10	
G15	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	
G16	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	

SECTION H: BACKGROUND INFORMATION

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

SECTION H: BACKGROUND INFORMATION

H2.	Please identify the primary specialization of your work. (Please mark only ONE response)
1	Tourism
2	Anti corruption
3	Citizen participation/Voice
4	Climate change (e.g., mitigation, adaptation)
5	Government accountability
6	Domestic private sector development (i.e. access to finance, access to land)
7	Economic growth
8	Education
9	Energy
10	Environmental sustainability/Natural resource management
11	Equality of opportunity (i.e., equity)
12	Financial markets
13	Food security
14	Foreign direct investment
15	Gender
16	Governance (i.e., building strong institutions/government effectiveness)
17	Health
18	Information and communications technology
19	Job creation/employment
20	Law and justice (e.g., judicial system)
21	Poverty reduction
22	Public financial management (e.g., public expenditure, fiscal system reform)
23	Public sector reform
24	Regional/Global integration
25	Regulatory framework
26	Rural/Agricultural development
27	Social protection (e.g., pensions, targeted social assistance)
28	Trade and exports
29	Transport (e.g., roads, bridges, transportation)
30	Urban development
31	Water and sanitation
32	Other (please specify):

SECTION H: BACKGROUND INFORMATION

НЗ	H3. Currently, do you professionally collaborate/work with the World Bank in your country?					
1	Yes					
2	No					

	H4. Which of the following describes most of your exposure to the World Bank in MOROCCO? (Choose no more than TWO)		
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)		
2	Use World Bank reports/data		
3	Engage in World Bank related/sponsored events/activities		
4	Collaborate as part of my professional duties		
5	Use World Bank website for information, data, research, etc.		

Н5	H5. Which best represents your geographic location?		
1	Rabat		
2	Coastal cities		
3	Rural/mountainous areas		
4	Other urban centers		
5	Other:		

Thank you for completing the survey!