

Appendix F: Angola FY 2012 Questionnaire



World Bank Country Survey FY12 – Angola

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Angola 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 Angola, more in-depth insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Angola. The World Bank commissioned an independent firm to oversee the logistics of this effort in Angola. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle the number that most accurately reflects your answer. **If you prefer not to answer a question, please leave it blank.**

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

SECTION A: GENERAL ISSUES FACING ANGOLA

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

SECTION A: GENERAL ISSUES FACING ANGOLA (CONT...)

A2. Listed below are a number of development priorities in Angola.				
Please identify which of these you consider the FIRST, SECOND, and THIRD most important development priority.		FIRST most important priority (Choose only ONE)	SECOND most important priority (Choose only ONE)	THIRD most important priority (Choose only ONE)
1	Rural development	☐	☐	☐
2	Education	☐	☐	☐
3	Social protection	☐	☐	☐
4	Transport (e.g., roads, bridges, transportation)	☐	☐	☐
5	Poverty reduction	☐	☐	☐
6	Public sector governance	☐	☐	☐
7	Regional integration	☐	☐	☐
8	Gender	☐	☐	☐
9	Domestic private sector development	☐	☐	☐
10	Foreign direct investment	☐	☐	☐
11	Water and sanitation	☐	☐	☐
12	Energy (e.g., electricity, power)	☐	☐	☐
13	Monitoring and evaluation	☐	☐	☐
14	Public financial management (e.g., public expenditure, fiscal system reform)	☐	☐	☐
15	Labor markets/job creation/employment	☐	☐	☐
16	Financial markets	☐	☐	☐
17	Urban development	☐	☐	☐
18	Environmental sustainability	☐	☐	☐
19	Equality of opportunity (i.e., equity)	☐	☐	☐
20	Health	☐	☐	☐
21	Global integration	☐	☐	☐
22	Food security	☐	☐	☐
23	Climate change (e.g., mitigation, adaptation)	☐	☐	☐
24	Agricultural development	☐	☐	☐
25	Trade and exports	☐	☐	☐
26	Economic growth	☐	☐	☐
27	Law and justice (e.g., judicial system)	☐	☐	☐
28	Regulatory framework	☐	☐	☐
29	Communicable/non-communicable disease	☐	☐	☐
30	Basic infrastructure	☐	☐	☐
31	Natural resource management (e.g., oil, gas, mining)	☐	☐	☐
32	Anti corruption	☐	☐	☐
33	Disaster management	☐	☐	☐
34	Global information and communications technology	☐	☐	☐

SECTION A: GENERAL ISSUES FACING ANGOLA (CONT...)

A3. Poverty reduction is a broad term that encompasses work in many different areas.	
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Angola? (Choose no more than THREE)	
1	Energy (e.g., electricity, power)
2	Water and sanitation
3	Equality of opportunity (i.e., equity)
4	Economic growth
5	Climate change (e.g., mitigation, adaptation)
6	Disaster management
7	Regional integration
8	Gender
9	Rural development
10	Urban development
11	Education
12	Regulatory framework
13	Basic infrastructure
14	Social protection
15	Law and justice (e.g., judicial system)
16	Transport (e.g., roads, bridges, transportation)
17	Communicable/non-communicable disease
18	Global information and communications technology
19	Public sector governance
20	Domestic private sector development
21	Foreign direct investment
22	Global integration
23	Food security
24	Monitoring and evaluation
25	Natural resource management (e.g., oil, gas, mining)
26	Environmental sustainability
27	Health
28	Public financial management (e.g., public expenditure, fiscal system reform)
29	Agricultural development
30	Labor markets/job creation/employment
31	Financial markets
32	Trade and exports
33	Anti corruption

SECTION A: GENERAL ISSUES FACING ANGOLA (CONT...)

A4. Economic growth can be driven by a number of factors.	
Which THREE areas below do you believe would contribute most to generating economic growth in Angola? (Choose no more than THREE)	
1	Equality of opportunity (i.e., equity)
2	Social protection
3	Global integration
4	Climate change (e.g., mitigation, adaptation)
5	Anti corruption
6	Disaster management
7	Rural development
8	Foreign direct investment
9	Urban development
10	Water and sanitation
11	Education
12	Global information and communications technology
13	Regulatory framework
14	Energy (e.g., electricity, power)
15	Communicable/non-communicable disease
16	Trade and exports
17	Public sector governance
18	Regional integration
19	Domestic private sector development
20	Labor markets/job creation/employment
21	Agricultural development
22	Food security
23	Transport (e.g., roads, bridges, transportation)
24	Monitoring and evaluation
25	Gender
26	Natural resource management (e.g., oil, gas, mining)
27	Environmental sustainability
28	Health
29	Basic infrastructure
30	Law and justice (e.g., judicial system)
31	Public financial management (e.g., public expenditure, fiscal system reform)
32	Financial markets

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in Angola, 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 Angola, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	☐
Not effective at all								Very effective		Don't Know

To what extent do you believe ...													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B3	The World Bank's financial instruments (e.g., development policy lending, investment lending, technical assistance) meet the needs of Angola, on a ten point scale?	1	2	3	4	5	6	7	8	9	10	☐	
B4	The World Bank meets Angola's needs for knowledge services (e.g., research, analysis, technical assistance), on a ten point scale?	1	2	3	4	5	6	7	8	9	10	☐	
B5	The World Bank SHOULD seek to influence the global development agenda, on a ten point scale?	1	2	3	4	5	6	7	8	9	10	☐	
B6	The World Bank DOES seek to influence the global development agenda, on a ten point scale?	1	2	3	4	5	6	7	8	9	10	☐	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B7. When thinking about how the World Bank can have the most impact on development results in Angola, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Angola? (Choose no more than THREE)	
1	Rural development
2	Education
3	Social protection
4	Transport (e.g., roads, bridges, transportation)
5	Poverty reduction
6	Public sector governance
7	Regional integration
8	Gender
9	Domestic private sector development
10	Foreign direct investment
11	Water and sanitation
12	Energy (e.g., electricity, power)
13	Monitoring and evaluation
14	Public financial management (e.g., public expenditure, fiscal system reform)
15	Labor markets/job creation/employment
16	Financial markets
17	Urban development
18	Environmental sustainability
19	Equality of opportunity (i.e., equity)
20	Health
21	Global integration
22	Food security
23	Climate change (e.g., mitigation, adaptation)
24	Agricultural development
25	Trade and exports
26	Economic growth
27	Law and justice (e.g., judicial system)
28	Regulatory framework
29	Communicable/non-communicable disease
30	Basic infrastructure
31	Natural resource management (e.g., oil, gas, mining)
32	Anti corruption
33	Disaster management
34	Global information and communications technology

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B8. 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 Angola?			
		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): _____	☐	☐

B9. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Angola? (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	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

When thinking about the World Bank's lending in Angola as compared to other international players in the country, to what extent do you agree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
B10	Investment from other foreign donors/investors engenders sustainable economic and social development results in Angola	1	2	3	4	5	6	7	8	9	10	☐	
B11	Investment from the World Bank engenders sustainable economic and social development results in Angola	1	2	3	4	5	6	7	8	9	10	☐	

B12. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Angola? (Choose no more than TWO)	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Analytical work (studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience)
6	Trust Fund management
7	Don't know

B13. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Angola? (Choose no more than TWO)	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Analytical work (studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience)
6	Trust Fund management
7	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B14. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	NGOs
2	Sub-national Government
3	Local Government
4	Beneficiaries
5	Private sector
6	Community Based Organizations (CBOs)
7	Donor community
8	Foundations
9	Academia/think tanks/research institutes
10	Parliament
11	Media
12	Faith based organizations
13	Other (please specify): _____

To what extent do you agree with the following statements about the World Bank's work in Angola, on a ten point scale?

		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			
B15	Overall the World Bank currently plays a relevant role in development in Angola	1	2	3	4	5	6	7	8	9	10	☐		
B16	The World Bank's work is aligned with what I consider the development priorities for Angola	1	2	3	4	5	6	7	8	9	10	☐		
B17	The World Bank supports programs and strategies that are realistic for Angola	1	2	3	4	5	6	7	8	9	10	☐		
B18	The World Bank treats clients and stakeholders in Angola with respect	1	2	3	4	5	6	7	8	9	10	☐		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

To what extent is the World Bank an effective development partner in Angola in terms of ..., on a ten point scale?

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B19	Follow up and follow through	1	2	3	4	5	6	7	8	9	10		☐
B20	Responsiveness	1	2	3	4	5	6	7	8	9	10		☐
B21	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10		☐
B22	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		☐
B23	Being inclusive	1	2	3	4	5	6	7	8	9	10		☐
B24	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		☐
B25	Staff accessibility	1	2	3	4	5	6	7	8	9	10		☐
B26	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		☐
B27	Collaboration with groups outside of the Government	1	2	3	4	5	6	7	8	9	10		☐
B28	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		☐
B29	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10		☐

B30. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose no more than TWO)

1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	Other (please specify): _____

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C1. To what degree does the World Bank's work, help achieve sustainable development results in Angola, 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

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS (CONT...)

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Angola, on a ten point scale?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C2	Anti corruption	1	2	3	4	5	6	7	8	9	10	☐	
C3	Global information and communications technology	1	2	3	4	5	6	7	8	9	10	☐	
C4	Transport (e.g., roads, bridges, transportation)	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	☐	
C7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	☐	
C8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	☐	
C9	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	☐	
C10	Communicable/non-communicable disease	1	2	3	4	5	6	7	8	9	10	☐	
C11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	☐	
C12	Gender	1	2	3	4	5	6	7	8	9	10	☐	
C13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	☐	
C14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	☐	
C15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	☐	
C16	Trade and exports	1	2	3	4	5	6	7	8	9	10	☐	
C17	Economic growth	1	2	3	4	5	6	7	8	9	10	☐	
C18	Energy (e.g., electricity, power)	1	2	3	4	5	6	7	8	9	10	☐	
C19	Disaster management	1	2	3	4	5	6	7	8	9	10	☐	
C20	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	☐	
C21	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	☐	
C22	Labor markets/job creation/employment	1	2	3	4	5	6	7	8	9	10	☐	
C23	Financial markets	1	2	3	4	5	6	7	8	9	10	☐	
C24	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	☐	
C25	Health	1	2	3	4	5	6	7	8	9	10	☐	
C26	Rural development	1	2	3	4	5	6	7	8	9	10	☐	
C27	Global integration	1	2	3	4	5	6	7	8	9	10	☐	
C28	Food security	1	2	3	4	5	6	7	8	9	10	☐	
C29	Education	1	2	3	4	5	6	7	8	9	10	☐	
C30	Social protection	1	2	3	4	5	6	7	8	9	10	☐	
C31	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	☐	
C32	Public sector governance	1	2	3	4	5	6	7	8	9	10	☐	
C33	Regional integration	1	2	3	4	5	6	7	8	9	10	☐	
C34	Agricultural development	1	2	3	4	5	6	7	8	9	10	☐	
C35	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	☐	

SECTION D: THE WORLD BANK'S KNOWLEDGE

D1. When thinking about the development challenges in Angola, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	
1	Public sector governance
2	Gender
3	Domestic private sector development
4	Foreign direct investment
5	Water and sanitation
6	Trade and exports
7	Economic growth
8	Energy (e.g., electricity, power)
9	Disaster management
10	Monitoring and evaluation
11	Education
12	Social protection
13	Climate change (e.g., mitigation, adaptation)
14	Poverty reduction
15	Law and justice (e.g., judicial system)
16	Anti corruption
17	Financial markets
18	Equality of opportunity (i.e., equity)
19	Urban development
20	Regional integration
21	Global information and communications technology
22	Transport (e.g., roads, bridges, transportation)
23	Agricultural development
24	Natural resource management (e.g., oil, gas, mining)
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Labor markets/job creation/employment
27	Health
28	Rural development
29	Global integration
30	Food security
31	Environmental sustainability
32	Regulatory framework
33	Basic infrastructure
34	Communicable/non-communicable disease

SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

How effective do you believe the World Bank's knowledge and research are at ... in Angola?												
		Not effective at all								Very effective		Don't know
D2	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	☐
D3	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	☐
D4	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	☐
D5	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	☐
D6	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	☐

To what extent do you believe that the World Bank's knowledge and research ... in Angola?												
		To no degree at all								To a very significant degree		Don't know
D7	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 Angola'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 Angola's development challenges	1	2	3	4	5	6	7	8	9	10	☐

D17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10	☐		
Not significant at all									Very significant		Don't know	

SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

D18. Overall, how would you rate the technical quality of the World Bank's knowledge/ research, on a ten point scale?											
1	2	3	4	5	6	7	8	9	10	☐	
Very low technical quality									Very high technical quality		Don't know

D19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.), on a ten point scale?											
1	2	3	4	5	6	7	8	9	10	☐	
Not effective at all									Very effective		Don't know

SECTION E: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E1	The World Bank disburses funds promptly											☐	
E2	The World Bank effectively monitors and evaluates the projects and programs it supports											☐	
E3	The World Bank's approvals and reviews are done in a timely fashion											☐	
E4	The World Bank's safeguard policy requirements are reasonable											☐	
E5	The World Bank imposes reasonable conditions on its lending											☐	
E6	Working with the World Bank increases Angola's institutional capacity											☐	
E7	The World Bank ensures consistency and continuity through staff changes											☐	
E8	The World Bank's teams and visits are well coordinated											☐	
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them											☐	

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

F1. How significant a role do you believe the World Bank SHOULD play in Angola's development over the medium term in the near future, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	☐
Not a significant role at all									Very significant role	Don't Know

F2. Which of the following SHOULD the World Bank do to make itself of greater value in Angola? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Angola'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	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on Angola's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Work faster
10	Others (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. Where do you get most of your information about economic and social development issues in Angola? (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	Blogs
10	Mobile phones
11	Instant messaging
12	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Others (please specify): _____

G3	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G4	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING (CONT...)

G8. Which do you primarily use?	
1	The World Bank's country website (www.worldbank.org/angola)
2	The World Bank's main website (www.worldbank.org)

G9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Angola?	
1	Yes
2	No
3	I don't know what PIC is

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree										Strongly agree	Don't know
G10	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10		☐
G11	The World Bank's PIC is a valuable source of information related to development in Angola. <i>(Only answer if you have used the PIC)</i>	1	2	3	4	5	6	7	8	9	10		☐
G12	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10		☐
G13	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10		☐
G14	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		☐
G15	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

H1. Which of the following best describes your current position? (Please mark only ONE response)	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Community Based Organization
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Trade Union
18	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION (CONT...)

H2. Please identify the primary specialization of your work. (Please mark only ONE response)	
1	Agricultural development
2	Anti corruption
3	Basic infrastructure
4	Climate change (e.g., mitigation, adaptation)
5	Communicable/non-communicable disease
6	Disaster management
7	Domestic private sector development
8	Economic growth
9	Education
10	Energy (e.g., electricity, power)
11	Environmental sustainability
12	Equality of opportunity (i.e., equity)
13	Financial markets
14	Food security
15	Foreign direct investment
16	Gender
17	Global information and communications technology
18	Global integration
19	Health
20	Labor markets/job creation/employment
21	Law and justice (e.g., judicial system)
22	Monitoring and evaluation
23	Natural resource management (e.g., oil, gas, mining)
24	Poverty reduction
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Public sector governance
27	Regional integration
28	Regulatory framework
29	Rural development
30	Social protection
31	Trade and exports
32	Transport (e.g., roads, bridges, transportation)
33	Urban development
34	Water and sanitation
35	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION (CONT...)

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 Angola? (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.

H5. Which best represents your geographic location?

1	Luanda
2	Benguela
3	Huambo
4	Other

Thank you for completing the survey!