

Appendix D: Sri Lanka Questionnaire



World Bank Client Survey FY11 – Sri Lanka

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Sri Lanka or who observe activities related to social and economic development. The following survey is meant to give the Bank's team that works in Sri Lanka, more in-depth insight into how the Bank's work is perceived. This is one tool the 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 Sri Lanka. The World Bank commissioned an independent firm to oversee the logistics of this effort in Sri Lanka. 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: BACKGROUND INFORMATION

A1. Which of the following best describes your current position? (Please mark only one response)

| | |
|----|--|
| 1 | Office of the President, Prime Minister, Minister |
| 2 | Employee of a Ministry, Ministerial Department |
| 3 | Office of Parliamentarian |
| 4 | Project Implementation Unit (PIU)/Project Management Unit (PMU) |
| 5 | Local Government Office or Staff |
| 6 | Bilateral or Multilateral Agency |
| 7 | Private Sector Organization |
| 8 | NGOs (including CBOs) |
| 9 | Media (Press, Radio, TV, Web etc.) |
| 10 | Independent Government Institution (i.e., Regulatory Agency, Central Bank) |
| 11 | Trade Union |
| 12 | Faith-Based Groups |
| 13 | Academia or Research Institute |
| 14 | Judiciary |
| 15 | Other (please specify): _____ |

SECTION A: BACKGROUND INFORMATION (CONT..)**A2. Please identify the primary specialization of your work. (Please mark only one response)**

| | |
|----|---|
| 1 | Agriculture, Agribusiness, Forestry |
| 2 | Commerce, Trade and Manufacturing |
| 3 | Communications, Information Services |
| 4 | Economic Management |
| 5 | Environment, Natural Resource Management |
| 6 | Finance, Banking, Insurance |
| 7 | Infrastructure (e.g., Transport, Water, Energy, Telecommunications) |
| 8 | Law, Justice |
| 9 | Legislature, Politics |
| 10 | Social Services (e.g., Education, Health) |
| 11 | Tourism |
| 12 | SME sector development |
| 13 | Other (please specify): _____ |

A3. How familiar are you with the work of the World Bank in Sri Lanka on a scale of 1-10, 1 meaning “not familiar at all”, 10 meaning “extremely familiar?”

| | | | | | | | | | |
|---------------------|---|---|---|---|---|---|---|---|--------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Not familiar at all | | | | | | | | | Extremely familiar |

A4. How long have you been involved with (or a close observer of) the World Bank’s activities?

| | |
|---|-----------------------|
| 1 | Less than one year |
| 2 | One to three years |
| 3 | More than three years |

A5. Which best represents your current location?

| | |
|---|------------------------|
| 1 | Northern Province |
| 2 | Southern Province |
| 3 | Western Province |
| 4 | Eastern Province |
| 5 | Uva Province |
| 6 | Sabaragamuwa Province |
| 7 | North western Province |
| 8 | Central Province |
| 9 | North Central Province |

SECTION B: GENERAL ISSUES FACING SRI LANKA

B1. On a scale of 1-10, 1 meaning “extremely pessimistic”, 10 meaning “extremely optimistic”, please indicate your perspective on the future of the next generation in Sri Lanka

| | | | | | | | | | | |
|-----------------------|---|---|---|---|---|---|---|---|----------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| Extremely Pessimistic | | | | | | | | | Extremely Optimistic | Don't Know |

B2. Listed below are a number of development priorities in Sri Lanka.

| Please identify which one of these you consider the first Most Important Development Priority. Then identify which one you consider the Second Most Important Development Priority. | | Most Important Development priority (Choose only ONE) | Second Most Important Development priority (Choose only ONE) |
|---|--|--|---|
| 1 | Government effectiveness/governance | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | HIV/AIDS and other communicable diseases | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Economic growth | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Reducing corruption | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Promote policies to stimulate foreign direct investment | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Increasing access to quality education | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Increasing access to quality health services | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Reducing poverty | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Developing the SME sector | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Improving the effectiveness of law and justice system | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Improving basic infrastructure | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | Improving environmental quality | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 | Protecting natural resources and environment | <input type="checkbox"/> | <input type="checkbox"/> |
| 14 | Increasing employment/ income generating opportunities | <input type="checkbox"/> | <input type="checkbox"/> |
| 15 | Enhancing the opportunity for private sector growth/investment | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 | Agriculture development | <input type="checkbox"/> | <input type="checkbox"/> |
| 17 | Tourism | <input type="checkbox"/> | <input type="checkbox"/> |
| 18 | Access to finance | <input type="checkbox"/> | <input type="checkbox"/> |
| 19 | Strengthening regulatory framework | <input type="checkbox"/> | <input type="checkbox"/> |
| 20 | Improving trade and exports | <input type="checkbox"/> | <input type="checkbox"/> |
| 21 | Climate change | <input type="checkbox"/> | <input type="checkbox"/> |
| 22 | Food security | <input type="checkbox"/> | <input type="checkbox"/> |
| 23 | Other (please specify): _____ | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION B: GENERAL ISSUES FACING SRI LANKA (CONT..)

B3. Poverty reduction is a broad term that encompasses work in many different areas. Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Sri Lanka? (Choose no more than TWO)

| | |
|----|--|
| 1 | Agriculture development |
| 2 | Improving governance |
| 3 | Enhancing the opportunity for private sector growth/investment |
| 4 | Infrastructure development |
| 5 | Education |
| 6 | Increasing economic growth |
| 7 | Developing the SME sector |
| 8 | Reducing corruption |
| 9 | Health |
| 10 | Protecting the environment and natural resources |
| 11 | Increasing income generating activities/ employment |
| 12 | Increasing foreign direct investment |
| 13 | Food security |
| 14 | Other (please specify): _____ |

SECTION B: GENERAL ISSUES FACING SRI LANKA (CONT..)

B4. Sustainable economic growth can be driven by a number of factors. Which TWO areas below do you believe would contribute most to generating faster economic growth in Sri Lanka? (Choose no more than TWO)

| | |
|----|--|
| 1 | Access to education |
| 2 | Access to finance |
| 3 | Enhancing Colombo as an International city |
| 4 | Enhancing the environment for increased foreign direct investment |
| 5 | Enhancing the opportunity for private sector growth/investment |
| 6 | Improving governance |
| 7 | Improve environment for doing business and private sector growth |
| 8 | Improved power generation infrastructure |
| 9 | Improved transportation infrastructure |
| 10 | Promoting and supporting the SME(small medium sized enterprise) sector |
| 11 | Reducing corruption |
| 12 | Improving access to and/or quality of education |
| 13 | Improving access to and/or quality of health care |
| 14 | Improving the skills of the labour force |
| 15 | Improving trade and exports |
| 16 | Better managing State owned enterprise Sector (SOE's) |
| 17 | Increase efficiency of public spending |
| 18 | Increasing agricultural productivity |
| 19 | Invest in Tourism products and services |
| 20 | Encouraging Public Private Partnerships (PPP's) |
| 21 | Quality of education |
| 22 | Ethnic reconciliation |
| 23 | Increasing the role of Private sector in development and production |
| 24 | Strengthening the regulatory framework |
| 25 | Other (please specify): _____ |

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

C1. Overall, please rate your impression of the World Bank's effectiveness in Sri Lanka, on a scale of 1-10, 1 being "Not effective at all", 10 being "Very effective."

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

C2. Based on your observations of the World Bank in Sri Lanka...

1. What do you think the Bank considers its top priorities in Sri Lanka? (Choose no more than TWO)

2. Where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than TWO)

| | What do you think the Bank considers its top priorities? (Choose no more than TWO) | Where would it be most productive for the Bank to focus most of its resources? (Choose no more than TWO) |
|---|--|--|
| 1 Government effectiveness/governance | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 Food security | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 Reducing corruption | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 Reducing poverty | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 Economic growth | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 Promote policies to stimulate foreign direct investment | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 Increasing access to quality education | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 Increasing access to quality health services | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 Access to finance | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 Developing the SME sector | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 Improving the effectiveness of law and justice system | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 Improving basic infrastructure | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 Improving environmental quality | <input type="checkbox"/> | <input type="checkbox"/> |
| 14 Agriculture development | <input type="checkbox"/> | <input type="checkbox"/> |
| 15 Tourism | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 Protecting natural resources and environment | <input type="checkbox"/> | <input type="checkbox"/> |
| 17 Managing HIV/AIDS and other communicable diseases | <input type="checkbox"/> | <input type="checkbox"/> |
| 18 Promoting entrepreneurship | <input type="checkbox"/> | <input type="checkbox"/> |
| 19 Reducing NCD's (Non communicable diseases) | <input type="checkbox"/> | <input type="checkbox"/> |
| 20 Increasing employment/ income generating opportunities | <input type="checkbox"/> | <input type="checkbox"/> |
| 21 Improving trade and exports | <input type="checkbox"/> | <input type="checkbox"/> |
| 22 Climate change | <input type="checkbox"/> | <input type="checkbox"/> |
| 23 Developing a skilled labour force | <input type="checkbox"/> | <input type="checkbox"/> |
| 24 Strengthening regulatory framework | <input type="checkbox"/> | <input type="checkbox"/> |
| 25 Enhancing the opportunity for private sector growth/investment | <input type="checkbox"/> | <input type="checkbox"/> |
| 26 Other (please specify): _____ | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)**C3. In your opinion, what should be the level of involvement of the World Bank in Sri Lanka's development strategies?**

| | |
|---|--|
| 1 | The Bank should be more involved |
| 2 | The Bank is currently involved at an optimum level |
| 3 | The Bank should be less involved |
| 4 | The Bank shouldn't be involved at all |
| 5 | Don't know |

C3.1. Which World Bank instrument do you believe is the most effective in reducing poverty in Sri Lanka? (Choose only ONE)

| | |
|---|--|
| 1 | Investment lending (financing specific projects) |
| 2 | policy based lending (providing financing directly to the Government budget based on policy reforms) |
| 3 | Analytical work (studies, surveys, etc.,) |
| 4 | Technical Assistance (advice, best practice, international experience) |
| 5 | Results based lending |
| 6 | Don't know |

C3.2. Which World Bank instrument do you believe is lease effective in meeting the needs of poverty in Sri Lanka? (Choose only ONE)

| | |
|---|--|
| 1 | Investment lending (financing specific projects) |
| 2 | policy based lending (providing financing directly to the Government budget based on policy reforms) |
| 3 | Analytical work (studies, surveys, etc.,) |
| 4 | Technical Assistance (advice, best practice, international experience) |
| 5 | Results based lending |
| 6 | Don't know |

C4. In broad terms of economic and social development, what is the "greatest" value brought by the World Bank to Sri Lanka? What is the "second greatest" value?

| | Greatest Value (Choose only ONE) | Second Greatest Value (Choose only ONE) |
|---|-------------------------------------|--|
| 1 The Bank's knowledge (studies and analyses) | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 Technical advice | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 Policy and economic advice | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 Lending when others won't | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 Convener/facilitator | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 Donor coordination | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 Ability to mobilize resources (from private sector, government, etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 Ability to build implementation capacity | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 Financial resources | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 Other (please specify): _____ | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)**C5. Which of the following do you identify as the Bank's greatest weaknesses in its work in Sri Lanka? (Choose TWO only)**

| | |
|----|--|
| 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 | Is arrogant in its approach |
| 6 | Not client focused |
| 7 | The credibility of its knowledge/data |
| 8 | Not willing to honestly criticize politics and reform efforts in the country |
| 9 | Too influenced by the US |
| 10 | Not enough public disclosure of its work |
| 11 | World Bank processes too slow and complex |
| 12 | Inadequately aligned with country priorities |
| 13 | Too political |
| 14 | Too theoretical |
| 15 | Too detailed |
| 16 | Other (please specify): _____ |

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

C6. The World Bank wants to ensure that the knowledge and studies it produces are relevant. Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Sri Lanka? (Choose no more than TWO)

| | |
|----|--|
| 1 | Education |
| 2 | Health |
| 3 | Social protection |
| 4 | Transport |
| 5 | Poverty |
| 6 | Governance |
| 7 | Anti-corruption |
| 8 | Enhanced business environment for private sector development |
| 9 | Energy |
| 10 | Promote PPP's (Public Private Partnerships) |
| 11 | Agricultural development |
| 12 | Water and sanitation |
| 13 | Monitoring and evaluation |
| 14 | Help restructure SOE's for better results |
| 15 | Public expenditure |
| 16 | Public sector performance |
| 17 | Labor markets/job creation |
| 18 | Financial markets |
| 19 | Urban/metropolitan development |
| 20 | Environmental sustainability/ natural resources management |
| 21 | Improving equality of opportunity |
| 22 | Rural development |
| 23 | Food security |
| 24 | Climate change |
| 25 | Other (please specify): _____ |

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

C7. In addition to the regular relations with the national Government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there? (Choose no more than TWO)

| | |
|----|--------------------------------------|
| 1 | NGOs |
| 2 | Local Government |
| 3 | Beneficiaries |
| 4 | Private sector |
| 5 | Youth |
| 6 | Self employed womens' groups |
| 7 | Community Based Organizations (CBOs) |
| 8 | Donor community |
| 9 | Parliament |
| 10 | Media |
| 11 | Faith based organizations |
| 12 | Other (please specify): _____ |

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Sri Lanka.

| | | Strongly Disagree | | | | | | | | | | Strongly Agree | Don't Know |
|------|---|-------------------|---|---|---|---|---|---|---|---|----|----------------|--------------------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| C8. | Overall the Bank currently plays a relevant role in development in Sri Lanka | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C9. | The 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 | | <input type="checkbox"/> |
| C10. | The Bank's work reflects its own mission of poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C11. | The World Bank supports programs and strategies that are realistic for Sri Lanka | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C12. | The World Bank treats clients and stakeholders in Sri Lanka with respect | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C13. | The World Bank collaborates well with other donors here | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C14. | The World Bank is responsive | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C15. | Overall, I like to work/interact with Bank staff | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C16. | The Bank is an effective catalyst for discussion on issues related to poverty | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C17. | In general, the strategies that the Bank supports are sustainable over time | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C18. | The World Bank's work promotes country ownership of development strategies | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C19. | The Bank's work promotes the empowerment of poor people to participate in development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C20. | The World Bank imposes reasonable conditions on its lending | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C21. | The Bank gives appropriate priority to growth issues | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

SECTION D: THE WORK OF THE WORLD BANK

For each item in the following section, please provide two responses: first, importance, meaning, in your opinion, how important it is for the Bank to be involved in that particular area of work in Sri Lanka. Second, effectiveness, meaning, how effective do you believe the World Bank is in terms of having a positive impact on that area of development in Sri Lanka.

| | | Level of Importance | | | | | | | | | | Level of Effectiveness | | | | | | | | | | | |
|------|---|--|---|---|---|---|---|---|---|---|----|--------------------------|--|---|---|---|---|---|---|---|---|----|--------------------------|
| | | Not important at all 1 2 3 4 5 6 7 8 9 10 Very important | | | | | | | | | | Don't know | Not effective at all 1 2 3 4 5 6 7 8 9 10 Very effective | | | | | | | | | | Don't know |
| D1. | Helping to reduce poverty | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D2. | Helping to bring about economic growth | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D3. | Encouraging greater transparency in governance | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D4. | Helping to strengthen the private sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D5. | Helping to strengthen the financial system | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D6. | Helping to strengthen the regulatory framework | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D7. | Helping to strengthen the judicial system | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D8. | Helping to strengthen the public sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D9. | Helping to strengthen the education sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D10. | Helping to strengthen the health sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D11. | Safeguarding against corruption in projects/ programs that it funds with its procurement rules | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D12. | Helping to integrate Sri Lanka into the global economy | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D13. | Ensuring that attention is paid to the environmental impact (the physical environment – land, water, air) of Bank supported programs and strategies | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D14. | Ensuring that attention is paid to gender disparities | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D15. | Helping to strengthen agricultural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D16. | Helping to strengthen infrastructure development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D17. | Helping to strengthen environment and natural resources management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D18. | Helping to strengthen the social protection sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D19. | Helping to improve the quality of life in urban areas | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D20. | Helping to reduce corruption in the country with its advice and support | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D21. | Helping to empower communities to participate in their own development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D22. | Helping Sri Lanka adapt to/avert risk of climate change | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

SECTION E: THE WAY THE WORLD BANK DOES BUSINESS

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/ activity listed below using a 1-10 scale, 1 meaning “Not effective at all”, 10 meaning “Very effective”.

| | | Not effective at all | | | | | | | | | | Very effective | Don't Know |
|------|---|----------------------|---|---|---|---|---|---|---|---|----|----------------|--------------------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| E1. | Technical competence | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| E2. | Producing knowledge and research (studies, analyses) that are useful | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| E3. | Making the results of studies and analyses readily available | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| E4. | Sharing knowledge about international best practices | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| E5. | Ability to adapt its knowledge to your country's needs | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| E6. | Ensuring its staff is accessible | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| E7. | Providing sound policy and economic advice | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| E8. | Straightforwardness in its dealings with you | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| E9. | Maintaining consistent messages | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| E10. | Promoting the inclusion of local communities (beneficiaries) in the development of strategies | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| E11. | Promoting the inclusion of civil society (NGOs, religious groups, interest groups) in the development of strategies | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| E12. | Promoting the inclusion of local project experts in the development of strategies | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| E13. | Promoting the inclusion of private sector in the development of strategies | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| E14. | Giving appropriate priority to poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| E15. | Lending in a way that promotes effective development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

SECTION F: PROJECT/PROGRAM RELATED ISSUES

The following section should be filled out only by respondents who have/have had direct experience and/or involvement in the implementation of World Bank programs and/or projects.

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you “Strongly Disagree”, 10 meaning you “Strongly Agree”.

| | | Strongly Disagree | | | | | | | | | | Strongly Agree | Don't Know |
|------|--|-------------------|---|---|---|---|---|---|---|---|----|----------------|--------------------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| F1. | The Bank is flexible in terms of adjusting to changing circumstances | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| F2. | The Bank disburses funds promptly | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| F3. | The Bank works efficiently | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| F4. | The Bank effectively monitors and evaluates the projects and programs it supports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| F5. | The Bank helps to build capacity at the community level | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| F6. | The Bank helps to build capacity of government officials | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| F7. | The Bank and partners in government collaborate well together on Bank supported programs and projects in Sri Lanka | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| F8. | The Bank helps to strengthen institutional capacity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| F9. | The Government supports and takes responsibility for development efforts in Sri Lanka | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| F10. | The Bank's procurement requirements are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

SECTION G: THE FUTURE ROLE OF THE WORLD BANK IN SRI LANKA

G1. How significant a role do you believe the World Bank should play in Sri Lanka's development over the medium term in the near future? (1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)

| | | | | | | | | | | |
|-------------------------------|---|---|---|---|---|---|---|---|-----------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| Not a significant role at all | | | | | | | | | Very significant role | Don't Know |

G2. Which of the following should the World Bank do to make itself of greater value in Sri Lanka?

| | |
|----|---|
| 1 | Improve the quality of its experts as related to Sri Lanka's specific challenges |
| 2 | Reduce the complexity of obtaining World Bank financing |
| 3 | Focus primarily on advice and advocacy issues |
| 4 | Improve the competitiveness of its financing (e.g., cost, timeliness and other terms) compared to markets |
| 5 | Build capacity |
| 6 | Greater selectivity in its work |
| 7 | Provide more adequate data/knowledge/statistics/figures on Sri Lanka's economy |
| 8 | Offer more innovative knowledge services |
| 9 | Offer more products and services that reflect Sri Lanka's status as a middle income country |
| 10 | Other (please specify): _____ |

G3. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose upto TWO)

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

SECTION H: COMMUNICATION AND OUTREACH

H1. Where do you get most of your information about economic and social development issues in Sri Lanka? (Choose TWO at most)

| | |
|----|--------------------------------|
| 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 |
| 10 | Word of mouth |
| 11 | Consultations/Conferences/Fora |
| 12 | Workshops/Seminars |
| 13 | Other (please specify): _____ |

H2. Where do you get most of your information about the World Bank's development activities in Sri Lanka? (Choose TWO at most)

| | |
|----|--|
| 1 | Local newspapers |
| 2 | International newspapers |
| 3 | Local radio |
| 4 | International radio |
| 5 | Local television |
| 6 | International television |
| 7 | Periodicals |
| 8 | Blogs |
| 9 | Internet |
| 10 | World Bank conferences, seminars, workshops |
| 11 | World Bank publications, materials |
| 12 | World Bank website |
| 13 | Social media |
| 14 | Direct contact/interaction with World Bank staff |
| 15 | Other (please specify): _____ |

SECTION H: COMMUNICATION AND OUTREACH (CONT..)**H3. How you would prefer to receive information from the World Bank? (Choose TWO only)**

| | |
|---|---|
| 1 | World Bank website |
| 2 | Face to face meetings/discussions |
| 3 | E-newsletters |
| 4 | Workshops/conferences |
| 5 | Blogs |
| 6 | Mobile phones |
| 7 | Social media (Facebook, twitter, youtube) |
| 8 | Traditional media (music, theatre, etc) |
| 9 | Others (please specify): _____ |

H4. 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?

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

H5. Have you requested information from the World Bank on its activities in the past year? (IF YES PLEASE GOTO QUESTION H6)

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

H6. Were you able to obtain this information?

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

H7. Do you have access to the internet?

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

H8. I use/have used the World Bank website:

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

H9. I primarily use:

| | |
|---|---|
| 1 | The World Bank's country website (www.worldbank.org/srilanka) |
| 2 | The World Bank's main website (www.worldbank.org) |

Thank you for completing the survey!