

## Appendix F: Nepal FY 2013 Questionnaire



### World Bank Client Survey FY13 – Nepal

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Nepal 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 Nepal, 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 Nepal. The World Bank commissioned an independent firm to oversee the logistics of this effort in Nepal. 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 NEPAL

<b>A1. In general would you say that Nepal is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

<b>A2. Listed below are a number of development priorities in Nepal.</b>			
<b>Please identify which of the following you consider the most important development priorities in Nepal? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	15	Health
2	Transport (e.g., roads, bridges, transportation)	16	Education
3	Peace and stability	17	Poverty reduction
4	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Food security
5	Regional cooperation	19	Social cohesion/inclusion
6	Gender	20	Agricultural/ rural development
7	Private sector development	21	Economic growth
8	Tourism	22	Regulatory framework
9	Water and sanitation	23	Local governance and institutions
10	Energy	24	Anti corruption
11	Job creation/employment	25	Disaster management/ climate change
12	Urban development	26	Information and communications technology
13	Environmental sustainability	27	Other: _____
14	Equality of opportunity (i.e., equity)		

**SECTION A: GENERAL ISSUES**

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Nepal? (Choose no more than THREE)</b>			
1	Water and sanitation	14	Peace and stability
2	Equality of opportunity (i.e., equity)	15	Anti corruption
3	Economic growth	16	Private sector development
4	Tourism	17	Energy
5	Regional cooperation	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Gender	19	Social cohesion/inclusion
7	Urban development	20	Education
8	Regulatory framework	21	Environmental sustainability
9	Local governance and institutions	22	Health
10	Food security	23	Agricultural/rural development
11	Social protection (e.g., pensions, targeted social assistance)	24	Disaster management/ climate change
12	Transport (e.g., roads, bridges, transportation)	25	Job creation/employment
13	Information and communications technology	26	Other: _____

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Nepal? (Choose no more than THREE)</b>			
1	Energy	14	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
2	Gender	15	Private sector development
3	Equality of opportunity (i.e., equity)	16	Job creation/employment
4	Regional cooperation	17	Agricultural/rural development
5	Social protection (e.g., pensions, targeted social assistance)	18	Food security
6	Anti corruption	19	Transport (e.g., roads, bridges, transportation)
7	Disaster management/ climate change	20	Peace and stability
8	Tourism	21	Education
9	Urban development	22	Environmental sustainability
10	Water and sanitation	23	Health
11	Information and communications technology	24	Local governance and institutions
12	Regulatory framework	25	Other: _____
13	Social cohesion/inclusion		

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

<b>B2. Overall, please rate your impression of the World Bank's effectiveness in Nepal, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

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

<b>B4. When thinking about how the World Bank can have the most impact on development results in Nepal, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Nepal? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	15	Health
2	Transport (e.g., roads, bridges, transportation)	16	Education
3	Peace and stability	17	Poverty reduction
4	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Food security
5	Regional cooperation	19	Social cohesion/inclusion
6	Gender	20	Agricultural/ rural development
7	Private sector development	21	Economic growth
8	Tourism	22	Regulatory framework
9	Water and sanitation	23	Local governance and institutions
10	Energy	24	Anti corruption
11	Job creation/employment	25	Disaster management/ climate change
12	Urban development	26	Information and communications technology
13	Environmental sustainability	27	Other: _____
14	Equality of opportunity (i.e., equity)		

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>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 Nepal?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Global knowledge	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/research	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank regional/global knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
12	Strategy/plan development	<input type="checkbox"/>	<input type="checkbox"/>
13	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Nepal? (Choose no more than TWO)</b>	
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 not easily accessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and lack of reform efforts in the country
9	Its advice and strategies do not lend themselves to practical problem solving
10	Too influenced by developed countries
11	Not enough public disclosure of its work
12	World Bank processes too slow and complex
13	Not aligned with country priorities
14	Insufficient alignments with other donors' work
15	Not collaborating enough with non-state actors
16	Not adequately sensitive to political/social realities in Nepal
17	Not focused enough on issues that are unique to post-conflict countries
18	Inadequate number of World Bank staff members located in the country
19	Other (please specify): _____

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

**B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Nepal? (Choose no more than TWO)**

1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Funds on behalf of other donors
7	Co-financing arrangements (i.e., with other donors)
8	Sector-wide approaches
9	Emergency response
10	Results based lending
11	Other (please specify): _____
12	Don't know

**B8. 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	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

**B9. 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	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community / UN agencies
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	Emerging donors (e.g., China, India)
13	Regional organizations (e.g., SARC)
14	Women Groups
15	Youth Groups
16	Other (please specify): _____

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>To what extent do you agree with the following statements about the World Bank's work in Nepal, on a ten point scale?</b>												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B10</b>	Overall the World Bank currently plays a relevant role in development in Nepal	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B11</b>	The World Bank's work is aligned with what I consider the development priorities for Nepal	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B12</b>	The World Bank supports programs and strategies that are realistic for Nepal	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B13</b>	The World Bank treats clients and stakeholders in Nepal with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>To what extent is the World Bank an effective development partner in Nepal, in terms of each of the following?</b>												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B14</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B15</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B16</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B17</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B18</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B21</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B23</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B24</b>	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>B25. When World Bank assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)</b>	
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	Ongoing political instability
11	Inadequate funding
12	Corruption
13	Other (please specify): _____

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## SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Nepal, on a ten point scale?		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C1</b>	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C2</b>	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C3</b>	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C4</b>	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C5</b>	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C6</b>	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C7</b>	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C8</b>	Gender	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C9</b>	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C10</b>	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C11</b>	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C12</b>	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C13</b>	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C14</b>	Disaster management/ climate change	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C15</b>	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C16</b>	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C17</b>	Social cohesion/inclusion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C18</b>	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C19</b>	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C20</b>	Regional cooperation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C21</b>	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C22</b>	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C23</b>	Peace and stability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C24</b>	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C25</b>	Tourism	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C26</b>	Agricultural/rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS**

<b>C27. To what extent does the World Bank's work help to achieve development results in Nepal, on a ten point scale?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>To what extent do you agree with the following statements about the World Bank in Nepal, on a ten point scale?</b>																					
											Strongly disagree		Strongly agree		Don't know						
<b>C28</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Nepal										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C29</b>	The World Bank meets Nepal's needs for knowledge services (e.g., research, analysis, data, technical assistance)										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

<b>D2. When thinking about the development challenges in Nepal, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	15	Health
2	Transport (e.g., roads, bridges, transportation)	16	Education
3	Peace and stability	17	Poverty reduction
4	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Food security
5	Regional cooperation	19	Social cohesion/inclusion
6	Gender	20	Agricultural/ rural development
7	Private sector development	21	Economic growth
8	Tourism	22	Regulatory framework
9	Water and sanitation	23	Local governance and institutions
10	Energy	24	Anti corruption
11	Job creation/employment	25	Disaster management/ climate change
12	Urban development	26	Information and communications technology
13	Environmental sustainability	27	Other: _____
14	Equality of opportunity (i.e., equity)		

<b>In Nepal, how effective do you believe the World Bank's knowledge work and activities are at:</b>													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D3</b>	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION D: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (I.E., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

In Nepal, to what extent do you believe that the World Bank's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b>	Are timely											<input type="checkbox"/>	
<b>D7</b>	Include appropriate level of stakeholder involvement during preparation											<input type="checkbox"/>	
<b>D8</b>	Are relevant to Nepal's development priorities											<input type="checkbox"/>	
<b>D9</b>	Provide feasible recommendations											<input type="checkbox"/>	
<b>D10</b>	A source of relevant information on global good practices											<input type="checkbox"/>	
<b>D11</b>	Are accessible (well written and easy to understand)											<input type="checkbox"/>	
<b>D12</b>	Are useful in terms of the work you do											<input type="checkbox"/>	
<b>D13</b>	Are adequately disseminated											<input type="checkbox"/>	
<b>D14</b>	Are appropriately translated											<input type="checkbox"/>	
<b>D15</b>	Are adaptable to Nepal's specific development challenges and country circumstances											<input type="checkbox"/>	

<b>D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all										Very significant		Don't know

<b>D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality										Very high technical quality		Don't know

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**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
<b>E1</b>	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Working with the World Bank increases Nepal's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E9</b>	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	<input type="checkbox"/>
<b>E10</b>	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>E11. To what extent do you believe the World Bank is adequately staffed in Nepal, on a ten point scale?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN NEPAL

<b>F1. How significant a role do you believe the World Bank SHOULD play in Nepal's development in the near future, on a ten point scale?</b>										
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

<b>F2. Which of the following SHOULD the World Bank do to make itself of greater value in Nepal? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to Nepal'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	Reach out more to groups outside of government
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on Nepal's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Work faster
11	Increase the level of World Bank staffing in Nepal's office
12	Other (please specify): _____

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G1. How do you get most of your information about economic and social development issues in Nepal? (Choose no more than TWO)</b>	
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): _____

<b>G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	
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	Other (please specify): _____

<b>G3</b>	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?	<b>Yes</b>	<b>No</b>
<b>G4</b>	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)	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G8. Which do you primarily use? (Please mark only ONE response)</b>	
1	The World Bank's country website (www.worldbank.org/np)
2	The World Bank's main website (www.worldbank.org)

<b>G9. The Internet connection I mainly use when visiting a World Bank website is:</b>	
1	High speed
2	Dial-up

<b>G10. Do you use/have you used the World Bank's Public Information Centers (PICs) in Nepal?</b>	
1	Yes
2	No
3	I don't know what PIC is

<b>Please rate how much you agree with the following statements, on a ten point scale.</b>													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G11</b>	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	<input type="checkbox"/>	
<b>G12</b>	The World Bank's PIC is a valuable source of information related to development in Nepal. <i>(Only answer if you have used the PIC)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G13</b>	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	<input type="checkbox"/>	
<b>G14</b>	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	<input type="checkbox"/>	
<b>G15</b>	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	<input type="checkbox"/>	
<b>G16</b>	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>G17. What kind of information would you like to receive from the World Bank? (Choose no more than TWO)</b>	
1	World Bank strategic documents on the Nepal country program/projects
2	Data/statistics on Nepal's economy
3	Studies/ analysis on specific development areas
4	Lessons learned from similar countries
5	World Bank regional updates
6	World Bank reports on global economy
7	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Please mark only ONE response)</b>	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Officer 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	Women Group
22	Youth Group
23	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>			
1	Agriculture/ rural development / food security	11	Media
2	Climate change / disaster management	12	Natural resource management / environmental sustainability
3	Education	13	Private sector development / foreign direct investment
4	Energy	14	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	15	Social protection
6	Gender / equality of opportunity	16	Transport
7	Health / communicable/non-communicable diseases	17	Tourism
8	Information and communications technology	18	Urban development
9	Job creation/employment	19	Water and sanitation
10	Law and justice / regulatory framework	20	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

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

<b>H4. Which of the following describes most of your exposure to the World Bank in Nepal? (Choose no more than TWO)</b>	
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.

<b>H5. Which best represents your geographic location?</b>	
1	Kathmandu
2	Outside Kathmandu

**Thank you for completing the survey!**