

Appendix G: Mauritania Questionnaire 2012



World Bank Client Survey FY12 – MAURITANIA

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Mauritania or who observe activities related to social and economic development. The following survey is meant to give the Bank's team that works in Mauritania, 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 Mauritania. The World Bank commissioned an independent firm to oversee the logistics of this effort in Mauritania. 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 or the Prime Minister
2	Office of Parliamentarian
3	Employee of a Ministry or Ministerial Department
4	Employee of a Project Implementation/Coordination Unit
5	Independent Government Institution (i.e., Regulatory Agency, Central Bank)
6	Local Government Office or Staff
7	Bilateral or Multilateral Agency
8	Private sector
9	Trade Union
10	NGOs (including CBOs)
11	Media (Press, Radio, TV, Web etc.)
12	Ethnic groups
13	Faith-Based Groups
14	Political party
15	Academia/Research Institute/Think tank
16	Judiciary
17	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, Fishery
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	Oil/mining
12	Other (please specify): _____

A3. How familiar are you with the work of the World Bank in Mauritania 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 geographic location?

1	Nouakchott
2	Outside Nouakchott (Senegal River Region)
3	Outside Nouakchott (North)
4	Outside Nouakchott (East)

SECTION B: GENERAL ISSUES FACING MAURITANIA

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 Mauritania										
1	2	3	4	5	6	7	8	9	10	11
Extremely Pessimistic									Extremely Optimistic	Don't Know

SECTION B: GENERAL ISSUES FACING MAURITANIA (CONT..)

B2. Listed below are a number of development priorities in Mauritania.			
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	Fight against HIV/AIDS and other communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>
3	Macro-economic growth	<input type="checkbox"/>	<input type="checkbox"/>
4	Fight against corruption	<input type="checkbox"/>	<input type="checkbox"/>
5	Access to education, quality of education	<input type="checkbox"/>	<input type="checkbox"/>
6	Access to health services, quality of health care	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to clean water	<input type="checkbox"/>	<input type="checkbox"/>
8	Improving the effectiveness of the legal and regulatory system	<input type="checkbox"/>	<input type="checkbox"/>
9	Skills development, employment and income generating opportunities, specifically for young people	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving environmental quality and protecting natural resources	<input type="checkbox"/>	<input type="checkbox"/>
11	Improving mining and oil resources management	<input type="checkbox"/>	<input type="checkbox"/>
12	Improving basic infrastructure (port, electricity, roads)	<input type="checkbox"/>	<input type="checkbox"/>
13	Enhancing opportunities for private sector/investment including foreign investment	<input type="checkbox"/>	<input type="checkbox"/>
14	Agriculture development (crop production)	<input type="checkbox"/>	<input type="checkbox"/>
15	Agriculture development (livestock)	<input type="checkbox"/>	<input type="checkbox"/>
16	Fishery	<input type="checkbox"/>	<input type="checkbox"/>
17	Improving trade and exports	<input type="checkbox"/>	<input type="checkbox"/>
18	Food security	<input type="checkbox"/>	<input type="checkbox"/>
19	Mitigate gender inequality	<input type="checkbox"/>	<input type="checkbox"/>
20	Promote regional cooperation	<input type="checkbox"/>	<input type="checkbox"/>
21	Reduce internal conflict	<input type="checkbox"/>	<input type="checkbox"/>
22	Mitigate the effects of climate change	<input type="checkbox"/>	<input type="checkbox"/>
23	Improving public financial management and procurement	<input type="checkbox"/>	<input type="checkbox"/>
24	Expanding internet connectivity	<input type="checkbox"/>	<input type="checkbox"/>
25	Strengthening the capacity of civil society and private sector organizations	<input type="checkbox"/>	<input type="checkbox"/>
26	Improving the quality of life in urban areas	<input type="checkbox"/>	<input type="checkbox"/>
27	Proper housing	<input type="checkbox"/>	<input type="checkbox"/>
28	Others (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

SECTION B: GENERAL ISSUES FACING MAURITANIA (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 Mauritania? (Choose no more than TWO)

1	Government effectiveness/governance
2	Fight against HIV/AIDS and other communicable diseases
3	Macro-economic growth
4	Fight against corruption
5	Access to education, quality of education
6	Access to health services, quality of health care
7	Access to clean water
8	Improving the effectiveness of the legal and regulatory system
9	Skills development, employment and income generating opportunities, specifically for young people
10	Improving environmental quality and protecting natural resources
11	Improving mining and oil resources management
12	Improving basic infrastructure (port, electricity, roads)
13	Enhancing opportunities for private sector/investment including foreign investment
14	Agriculture development (crop production)
15	Agriculture development (livestock)
16	Fishery
17	Improving trade and exports
18	Food security
19	Mitigate gender inequality
20	Promote regional cooperation
21	Reduce internal conflict
22	Mitigate the effects of climate change
23	Improving public financial management and procurement
24	Expanding internet connectivity
25	Strengthening the capacity of civil society and private sector organizations
26	Improving the quality of life in urban areas
27	Proper housing
28	Others (please specify): _____

SECTION B: GENERAL ISSUES FACING MAURITANIA (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 Mauritania? (Choose no more than TWO)

1	Government effectiveness/governance
2	Fight against HIV/AIDS and other communicable diseases
3	Fight against corruption
4	Access to education, quality of education
5	Access to health services, quality of health care
6	Access to clean water
7	Improving the effectiveness of the legal and regulatory system
8	Skills development, employment and income generating opportunities, specifically for young people
9	Improving environmental quality and protecting natural resources
10	Improving mining and oil resources management
11	Improving basic infrastructure (port, electricity, roads)
12	Enhancing opportunities for private sector/investment including foreign investment
13	Agriculture development (crop production)
14	Agriculture development (livestock)
15	Fishery
16	Improving trade and exports
17	Food security
18	Mitigate gender inequality
19	Promote regional cooperation
20	Reduce internal conflict
21	Mitigate the effects of climate change
22	Improving public financial management and procurement
23	Expanding internet connectivity
24	Strengthening the capacity of civil society and private sector organizations
25	Improving the quality of life in urban areas
26	Proper housing
27	Others (please specify): _____

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

C1. Overall, please rate your impression of the World Bank's effectiveness in Mauritania, 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	11
Not effective at all									Very effective	Don't Know

C2. To what extent do the World Bank's financial instruments meet the needs of Mauritania's, on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very Significant degree."

1	2	3	4	5	6	7	8	9	10	11
to no degree at all									to a very Significant degree	Don't Know

C3. To what extent does the World Bank meet Mauritania's needs for knowledge services (e.g., research, analysis, technical assistance), on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very Significant degree."

1	2	3	4	5	6	7	8	9	10	11
to no degree at all									to a very Significant degree	Don't Know

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

C4. Based on your observations of the World Bank in Mauritania,			
1. What do you think the Bank considers its top priorities in Mauritania? (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	Fight against HIV/AIDS and other communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>
3	Macro-economic growth	<input type="checkbox"/>	<input type="checkbox"/>
4	Fight against corruption	<input type="checkbox"/>	<input type="checkbox"/>
5	Access to education, quality of education	<input type="checkbox"/>	<input type="checkbox"/>
6	Access to health services, quality of health care	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to clean water	<input type="checkbox"/>	<input type="checkbox"/>
8	Improving the effectiveness of the legal and regulatory system	<input type="checkbox"/>	<input type="checkbox"/>
9	Skills development, employment and income generating opportunities, specifically for young people	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving environmental quality and protecting natural resources	<input type="checkbox"/>	<input type="checkbox"/>
11	Improving mining and oil resources management	<input type="checkbox"/>	<input type="checkbox"/>
12	Improving basic infrastructure (port, electricity, roads)	<input type="checkbox"/>	<input type="checkbox"/>
13	foreign investment	<input type="checkbox"/>	<input type="checkbox"/>
14	Agriculture development (crop production)	<input type="checkbox"/>	<input type="checkbox"/>
15	Agriculture development (livestock)	<input type="checkbox"/>	<input type="checkbox"/>
16	Fishery	<input type="checkbox"/>	<input type="checkbox"/>
17	Improving trade and exports	<input type="checkbox"/>	<input type="checkbox"/>
18	Food security	<input type="checkbox"/>	<input type="checkbox"/>
19	Mitigate gender inequality	<input type="checkbox"/>	<input type="checkbox"/>
20	Promote regional cooperation	<input type="checkbox"/>	<input type="checkbox"/>
21	Reduce internal conflict	<input type="checkbox"/>	<input type="checkbox"/>
22	Mitigate the effects of climate change	<input type="checkbox"/>	<input type="checkbox"/>
23	Improving public financial management and procurement	<input type="checkbox"/>	<input type="checkbox"/>
24	Expanding internet connectivity	<input type="checkbox"/>	<input type="checkbox"/>
25	Strengthening the capacity of civil society and private sector organizations	<input type="checkbox"/>	<input type="checkbox"/>
26	Improving the quality of life in urban areas	<input type="checkbox"/>	<input type="checkbox"/>
27	Proper housing	<input type="checkbox"/>	<input type="checkbox"/>
28	Others (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)**C5. In your opinion, what should be the level of involvement of the World Bank in Mauritania'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

C6. In broad terms of economic and social development, what is the "greatest" value brought by the World Bank to Mauritania? 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"/>
11 None of the above (The World Bank serves no useful purposes)	<input type="checkbox"/>	<input type="checkbox"/>

C7. Which of the following do you identify as the Bank's greatest weaknesses in its work in Mauritania? (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	Bank management is not accessible
6	Bank staff are arrogant in their approach
7	Not enough public disclosure of its work
8	The Bank is too influenced by the US, or others (Please specify _____)
9	World Bank procedures too slow and complex to show results on the ground in reasonable time
10	The interventions of the World Bank are inadequately aligned with country priorities
11	The Bank's instruments are not flexible enough to respond to country needs
12	The Bank does not collaborate enough with other donors
13	Other (please specify): _____

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

C8. 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 Mauritania? (Choose no more than TWO)

1	Education
2	Health
3	Social protection
4	Transport
5	Poverty
6	Governance
7	Anti-corruption
8	Fisheries
9	Enhanced business environment for private sector development
10	Energy
11	Agricultural production/Food security
12	Agri-business
13	Water and sanitation
14	Monitoring and evaluation
15	Public expenditure
16	Public sector performance
17	Oil/mining sector
18	Labor markets/job creation
19	Financial markets
20	Urban/metropolitan development
21	Environmental sustainability/natural resources management
22	Improving equality of opportunity
23	Rural development
24	Climate change
25	Service sector expansion
26	Infrastructure
27	Other (please specify): _____

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

C9. 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	Community Based Organizations (CBOs)
6	Donor community
7	Parliament
8	Media
9	Faith based organizations
10	Ethnic groups
11	Political parties
12	Other (please specify): _____

C10. When considering the level of World Bank focus on regions outside of Nouakchott, do you think the World Bank should.. (Please mark only one response)

1	Focus more attention and resources that it has available, on these regions
2	Continue its current region/approach in the country
3	Focus fewer resources that it has available, on these regions

C11. How effective have the World Bank's programs and projects in the regions outside of Nouakchott been, on a scale of 1-10, 1 meaning "not effective at all", 10 meaning "extremely effective".

1	2	3	4	5	6	7	8	9	10	11
Not effective at all									Extremely effective	Don't Know

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

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 Mauritania.

		Strongly Disagree										Strongly Agree	Don't Know
C12.	Overall the Bank currently plays a relevant role in development in Mauritania	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C13.	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"/>
C14.	The Bank's work reflects its own mission of poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C15.	The World Bank recommends programs and strategies that are realistic for Mauritania	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C16.	The World Bank treats clients and stakeholders in Mauritania with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C17.	The World Bank collaborates well with other donors here	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C18.	The World Bank is responsive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C19.	Overall, I like to work/interact with Bank staff	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C20.	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"/>
C21.	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"/>
C22.	The World Bank's work promotes country ownership of development strategies	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C23.	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"/>
C24.	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C25.	The Bank gives appropriate priority to growth issues	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

C26. When thinking about Mauritania's Poverty Reduction Strategy Program (PRSP), to what extent do you believe the World Bank's actions are effectively aligned, on a scale of 1-10, 1 meaning "not at all aligned", 10 meaning "aligned to a very high degree"?

1	2	3	4	5	6	7	8	9	10	11
Not at all aligned									Aligned to a very high degree	Don't Know

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 Mauritania. 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 Mauritania.

		Level of Importance											Level of Effectiveness												
		Not important at all										Very important	Don't know	Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D1.	Helping to reduce poverty	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D2.	Helping to bring about economic growth	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D3.	Fighting against corruption	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D4.	Helping to improve the investment climate for attracting private sector growth and foreign investment	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D5.	Helping to strengthen the public financial management and procurement system	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D6.	Helping to improve the legal and regulatory systems	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D7.	Helping to strengthen the government's effectiveness	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D8.	Helping to strengthen the capacity of civil society and private sector organizations	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D9.	Helping to increase access and quality of education	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D10.	Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D11.	Helping to increase access to clean water	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D12.	Helping reduce internal conflicts	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D13.	Helping to strengthen environment and natural resources management	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D14.	Ensuring that attention is paid to gender disparities	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D15.	Helping to strengthen the agricultural sector/food security	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D16.	Helping to strengthen the fisheries sector	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D17.	Helping to improve port infrastructure	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D18.	Helping to expand internet connectivity	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D19.	Helping to strengthen mining and oil resources management	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D20.	Helping to improve the quality of life in urban areas	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D21.	Helping to increase access to proper housing	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D22.	Helping to lay the foundation to integrate Mauritania into the global and/or sub-regional economy	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D23.	Helping to empower communities to participate in their own development	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D24.	Helping Mauritania adapt to/avert risk of climate change	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D25.	Helping to increase professional skills, employment and income generation, specifically for young people	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		

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" (studies, analyses) that is 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

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 Mauritania	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 Mauritania	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 MAURITANIA

G1. How significant a role do you believe the World Bank should play in Mauritania'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	11
Not a significant role at all									Very significant role	Don't Know

G2. Which one of the following should the World Bank do to make itself of greater value in Mauritania? (Choose only ONE)

1	Improve the quality of its experts as related to Mauritania'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	Offer more innovative financial products
6	Offer more innovative knowledge services
7	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 TWO only)

1	The World Bank works inefficiently/too slow
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): _____

Please add comments:

SECTION H: COMMUNICATION AND OUTREACH

H1. Where do you get most of your information about economic and social development issues in Mauritania? (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 (e.g., journals and magazines)
8	Internet
9	Other (please specify): _____

H2. Where do you get most of your information about the World Bank's development activities in Mauritania? (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 (e.g., journals and magazines)
8	Blogs
9	Internet
10	World Bank conferences, seminars, workshops
11	World Bank publications, materials
12	World Bank website
13	Direct contact/interaction with World Bank staff
14	Other (please specify): _____

H3. How you would prefer to receive information from the World Bank? (Choose no more than TWO)

1	World Bank website
2	Face to face meetings/discussions
3	e-newsletters
4	Workshops/conferences
5	Mobile phones
6	Social media (facebook, twitter, youtube)
7	Blogs
8	Others (please specify): _____

SECTION H: COMMUNICATION AND OUTREACH (CONT..)

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 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 go to 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/mauritania) |
| 2 | The World Bank's main website (www.worldbank.org) |

H10. The Internet connection, I mainly use when visiting a World Bank website:

- | | |
|---|------------|
| 1 | High speed |
| 2 | Dial-up |

H11. When I visit the World Bank website, I am generally looking for:

- | | |
|---|--------------------------------|
| 1 | Project information |
| 2 | Country information |
| 3 | Data |
| 4 | news |
| 5 | Others (please specify): _____ |

H12. I generally use the World bank's website in:

- | | |
|---|---------|
| 1 | English |
| 2 | French |
| 3 | Arabic |

SECTION H: COMMUNICATION AND OUTREACH (CONT..)

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	
H13.	I find the Bank websites easy to navigate. <i>(Only answer if you have used a Bank website)</i>											<input type="checkbox"/>
H14.	I find the information on the Bank's websites useful. <i>(Only answer if you have used a Bank website)</i>											<input type="checkbox"/>
H15.	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)											<input type="checkbox"/>
H16.	The Bank is responsive to my information requests and inquiries											<input type="checkbox"/>

Thank you for completing the survey!