

## Appendix D: Sao Tome and Principe FY 2012 Questionnaire



### **World Bank Country Survey FY12 – Sao Tome and Principe**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Sao Tome and Principe (STP) 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 STP, 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 STP. The World Bank commissioned an independent firm to oversee the logistics of this effort in STP. 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 STP**

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

**SECTION A: GENERAL ISSUES**

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

<b>Choose only ONE for each column</b>		<b>FIRST priority (Choose only ONE)</b>	<b>SECOND priority (Choose only ONE)</b>	<b>THIRD priority (Choose only ONE)</b>
1	Rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Social protection (e.g., pensions, targeted social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Oil sector development (i.e. sustainable and transparent, particularly related to revenue management)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Political Stability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Monitoring and evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Governance (i.e., government effectiveness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Food security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Crime and violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Communicable/non-communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	Natural resource management (e.g., oil, gas, mining)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	Global integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38	Information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**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 STP? (Choose no more than THREE)</b>	
1	Water and sanitation
2	Equality of opportunity (i.e., equity)
3	Economic growth
4	Climate change (e.g., mitigation, adaptation)
5	Disaster management
6	Regional integration
7	Gender
8	Rural development
9	Urban development
10	Oil sector development (i.e. sustainable and transparent, particularly related to revenue management)
11	Education
12	Regulatory framework
13	Basic infrastructure
14	Social protection (e.g., pensions, targeted social assistance)
15	Law and justice (e.g., judicial system)
16	Transport (e.g., roads, bridges, transportation)
17	Crime and violence
18	Communicable/non-communicable diseases
19	Information and communications technology
20	Anti corruption
21	Domestic private sector development
22	Foreign direct investment
23	Global integration
24	Energy
25	Public sector reform
26	Monitoring and evaluation
27	Governance (i.e., government effectiveness)
28	Natural resource management (e.g., oil, gas, mining)
29	Environmental sustainability
30	Political Stability
31	Health
32	Public financial management (e.g., public expenditure, fiscal system reform)
33	Agricultural development
34	Job creation/employment
35	Financial markets
36	Trade and exports
37	Food security

**SECTION A: GENERAL ISSUES****A4. Economic growth can be driven by a number of factors.**

**Which THREE areas below do you believe would contribute most to generating economic growth in STP? (Choose no more than THREE)**

1	Energy
2	Equality of opportunity (i.e., equity)
3	Social protection (e.g., pensions, targeted social assistance)
4	Global integration
5	Climate change (e.g., mitigation, adaptation)
6	Anti corruption
7	Disaster management
8	Rural development
9	Foreign direct investment
10	Urban development
11	Water and sanitation
12	Education
13	Information and communications technology
14	Regulatory framework
15	Communicable/non-communicable diseases
16	Trade and exports
17	Public sector reform
18	Regional integration
19	Domestic private sector development
20	Job creation/employment
21	Agricultural development
22	Oil sector development (i.e. sustainable and transparent, particularly related to revenue management)
23	Political Stability
24	Food security
25	Governance (i.e., government effectiveness)
26	Transport (e.g., roads, bridges, transportation)
27	Monitoring and evaluation
28	Gender
29	Natural resource management (e.g., oil, gas, mining)
30	Environmental sustainability
31	Health
32	Basic infrastructure
33	Law and justice (e.g., judicial system)
34	Crime and violence
35	Public financial management (e.g., public expenditure, fiscal system reform)
36	Financial markets

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

<b>B1. How familiar are you with the work of the World Bank in STP, 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 STP, 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 STP 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

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

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

1	Rural development
2	Education
3	Social protection (e.g., pensions, targeted social assistance)
4	Governance (i.e., government effectiveness)
5	Transport (e.g., roads, bridges, transportation)
6	Poverty reduction
7	Public sector reform
8	Regional integration
9	Gender
10	Crime and violence
11	Domestic private sector development
12	Foreign direct investment
13	Water and sanitation
14	Energy
15	Oil sector development (i.e. sustainable and transparent, particularly related to revenue management)
16	Monitoring and evaluation
17	Public financial management (e.g., public expenditure, fiscal system reform)
18	Job creation/employment
19	Financial markets
20	Urban development
21	Environmental sustainability
22	Equality of opportunity (i.e., equity)
23	Health
24	Global integration
25	Food security
26	Climate change (e.g., mitigation, adaptation)
27	Agricultural development
28	Trade and exports
29	Economic growth
30	Law and justice (e.g., judicial system)
31	Regulatory framework
32	Communicable/non-communicable diseases
33	Basic infrastructure
34	Natural resource management (e.g., oil, gas, mining)
35	Anti corruption
36	Information and communications technology
37	Disaster management

**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 STP?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
5	Forging partnerships	<input type="checkbox"/>	<input type="checkbox"/>
6	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
7	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
8	Data	<input type="checkbox"/>	<input type="checkbox"/>
9	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
10	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
11	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
12	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<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 STP? (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 too inaccessible
5	Arrogant in its approach
6	Not client focused
7	Lack of physical presence/office in STP
8	The credibility of its knowledge/data
9	Not willing to honestly criticize policies and reform efforts in the country
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	Not aligned with other donors' work
15	Not collaborating enough with non-state actors
16	Not adequately sensitive to political/social realities in STP
17	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 STP? (Choose no more than TWO)**

1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

**B8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in STP? (Choose no more than TWO)**

1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

**B9. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all										To a very significant degree
										Don't know



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

**B10. 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
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	Other (please specify): _____

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

		Strongly disagree										Strongly agree	Don't know
<b>B11</b>	Overall the World Bank currently plays a relevant role in development in STP	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B12</b>	The World Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B13</b>	The World Bank supports programs and strategies that are realistic for STP	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B14</b>	The World Bank treats clients and stakeholders in STP with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

To what extent is the World Bank an effective development partner in STP, in terms of each of the following?												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B15</b>	Responsiveness											<input type="checkbox"/>
<b>B16</b>	Flexibility (in terms of the World Bank's products and services)											<input type="checkbox"/>
<b>B17</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>B18</b>	Being inclusive											<input type="checkbox"/>
<b>B19</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>B20</b>	Staff accessibility											<input type="checkbox"/>
<b>B21</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>B22</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>
<b>B23</b>	Collaboration with the Government											<input type="checkbox"/>
<b>B24</b>	Collaboration with other donors											<input type="checkbox"/>
<b>B25</b>	Follow through over time											<input type="checkbox"/>

<b>B26. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</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	Other (please specify): _____

**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 STP, 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>	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</b>	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C9</b>	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C10</b>	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C11</b>	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C12</b>	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C13</b>	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C14</b>	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C15</b>	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C16</b>	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C17</b>	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C18</b>	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C19</b>	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C20</b>	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C21</b>	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C22</b>	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C23</b>	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C24</b>	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C25</b>	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C26</b>	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C27</b>	Global integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C28</b>	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C29</b>	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C30</b>	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C31</b>	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C32</b>	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C33</b>	Public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C34</b>	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C35</b>	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C36</b>	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C37</b>	Oil sector development (i.e. sustainable and transparent, particularly related to revenue management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

<b>C38. To what extent does the World Bank's work help to achieve development results in STP, 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 STP, on a ten point scale?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>C39</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of STP	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C40</b>	The World Bank meets STP'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"/>

**SECTION D: THE WORLD BANK'S KNOWLEDGE**

**D1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?**

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

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**SECTION D: THE WORLD BANK'S KNOWLEDGE**

<b>D2. When thinking about the development challenges in STP, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)</b>	
1	Public sector reform
2	Gender
3	Education
4	Domestic private sector development
5	Oil sector development (i.e. sustainable and transparent, particularly related to revenue management)
6	Foreign direct investment
7	Water and sanitation
8	Trade and exports
9	Economic growth
10	Energy
11	Disaster management
12	Monitoring and evaluation
13	Governance (i.e., government effectiveness)
14	Social protection (e.g., pensions, targeted social assistance)
15	Climate change (e.g., mitigation, adaptation)
16	Poverty reduction
17	Law and justice (e.g., judicial system)
18	Anti corruption
19	Financial markets
20	Equality of opportunity (i.e., equity)
21	Urban development
22	Crime and violence
23	Regional integration
24	Information and communications technology
25	Transport (e.g., roads, bridges, transportation)
26	Agricultural development
27	Natural resource management (e.g., oil, gas, mining)
28	Public financial management (e.g., public expenditure, fiscal system reform)
29	Job creation/employment
30	Health
31	Rural development
32	Global integration
33	Food security
34	Environmental sustainability
35	Regulatory framework
36	Basic infrastructure
37	Communicable/non-communicable diseases

**SECTION D: THE WORLD BANK'S KNOWLEDGE**

How effective do you believe the World Bank’s knowledge and research are at ... in STP?													
		Not effective at all										Very effective	Don't know
D3	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you believe that the World Bank’s knowledge and research ... in STP?													
		To no degree at all										To a very significant degree	Don't know
D8	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are relevant to STP’s development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D11	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D12	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D13	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D14	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D15	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D16	Are adaptable to STP’s specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**SECTION D: THE WORLD BANK'S KNOWLEDGE**

**D18. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

**D19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?**

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



**SECTION E: WORKING WITH THE WORLD BANK**

To what extent do you agree/disagree with the following statements, on a ten point scale?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<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 STP'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"/>

**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 F: THE FUTURE ROLE OF THE WORLD BANK IN STP**

**F1. How significant a role do you believe the World Bank SHOULD play in STP's development in the near future, on a ten point scale?**

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

**F2. Which of the following SHOULD the World Bank do to make itself of greater value in STP? (Choose no more than TWO)**

1	Improve the quality of its experts as related to STP's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on STP's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Increase availability of fee-based services
10	Work faster
11	Others (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 STP? (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	World Bank website
10	Social media (Facebook, Twitter, Youtube)
11	Blogs
12	Mobile phones
13	Instant messaging
14	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	Others (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?</b>	
1	The World Bank's country website ( <a href="http://www.worldbank.org/stp">www.worldbank.org/stp</a> )
2	The World Bank's main website ( <a href="http://www.worldbank.org">www.worldbank.org</a> )

<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>G9</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>G10</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>G11</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>G12</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>G13</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"/>	

**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 H: BACKGROUND INFORMATION**

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

**SECTION H: BACKGROUND INFORMATION**

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

**SECTION H: BACKGROUND INFORMATION****H3. Currently, do you professionally collaborate/work with the World Bank in your country?**

1	Yes
2	No

**H4. Which of the following describes most of your exposure to the World Bank in STP?  
(Choose no more than TWO)**

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

**H5. Which best represents your geographic location?**

1	Ilha de São Tomé
2	Ilha de Príncipe

**Thank you for completing the survey!**