

## Appendix G: The Philippines FY 2013 Questionnaire



### World Bank Group Country Survey FY13 – PHILIPPINES

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in the Philippines or who observe activities related to social and economic development. The following survey is meant to give the World Bank Group's team that works in the Philippines, greater insight into how the Group's work is perceived. This is one tool the World Bank Group uses to assess the views of its critical stakeholders. With this understanding, the World Bank Group hopes to develop more effective strategies, outreach and programs that support development in the Philippines.

The World Bank Group commissioned an independent firm to oversee the logistics of this effort in the Philippines. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle or check the response that most accurately reflects your opinion. **If you prefer not to answer a question, please leave it blank.**

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#### SECTION A: BACKGROUND INFORMATION

<b>A1. Which of the following best describes your current organization? (Please mark only ONE response)</b>	
1	Civil society organization: NGO, community-based organization, faith-based organization academe, think-tank, trade union
2	Donor: Bilateral or multilateral development agency
3	Government: House of Representatives member or staff
4	Government: Senate member or staff
5	Government: Judicial branch official or staff
6	Government: Local government unit official or staff
8	Government: National executive branch official or staff
9	Government: Project management unit (PMU) for a World Bank-supported project official or staff
10	Government-owned corporation or financial institution: official or staff
11	Media: Press, radio, TV, web, etc.
12	Private sector: Banks, financial sector
13	Private sector: Private organization or business
14	Private sector: Consultant or contractor
15	Others (please specify):

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

1	Agriculture, Agrarian Reform, Rural Development
2	Commerce, Trade, Investment, Manufacturing
3	Communication, Media, Information Service
4	Economic, Fiscal, Budget Management
5	Energy, Mining, Housing, Telecommunications, Transport, Water, Other Infrastructure
6	Environment, Natural Resources, Climate Change, Disaster Management
7	Finance, Banking, Insurance
8	Governance, Transparency, Anti Corruption, Social Accountability
9	Health, Education, Labor, Gender, Disability, other Social Services
10	Law, Justice
11	Multisectoral or non-sector specific
12	Others (please specify):

**A3. Currently, which of the following agencies of the World Bank Group (IBRD/IDA, IFC) do you primarily work with in the Philippines? (Choose only ONE)**

1	The World Bank (IBRD/IDA)
2	International Finance Corporation (IFC)
3	Both World Bank and IFC
4	I don't collaborate/work with the World Bank Group

**A4. Which of the following describes most your exposure to the World Bank Group (IBRD/IDA, IFC) in the Philippines? (Choose no more than TWO)**

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

**A5. What is your geographic location?**

1	Metro Manila
2	Luzon
3	Visayas
4	Mindanao

**A6. Which best describes your geographic location?**

1	Rural
2	Urban

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**SECTION B: GENERAL ISSUES FACING THE PHILIPPINES**

<b>B1. In general would you say that the Philippines is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

  

<b>B2. When considering development priorities, which THREE of the following development priorities are most important in the Philippines? (Choose no more than THREE)</b>	
1	Agricultural modernization, rural development
2	Anti-corruption, transparency, social accountability
3	Climate change mitigation and adaptation
4	Disaster risk reduction and management
5	Economic growth
6	Education: providing quality education for children
7	Energy: improving power sources, renewable and clean energy
8	Environment
9	Food security: improving access to sufficient, safe and nutritious food
10	Foreign direct investment: promoting policies to stimulate FDIs
11	Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups
12	Governance and government effectiveness
13	Health: improving the delivery of health services
14	Information and communications technology
15	Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity
16	Jobs: creating more and better jobs
17	Land reform: improving and expanding implementation
18	Law and justice: improving effectiveness of systems
19	Local government: improving effectiveness of LGUs
20	Manufacturing
21	Natural resource management of oil, gas, mining, etc.
22	Peace and order: reducing crime and violence
23	Peace and order: securing peace in Mindanao
24	Population: reducing population growth
25	Poverty reduction
26	Private sector development: enhancing the environment for investment and business growth
27	Public financial management: public expenditure, fiscal system reform
28	Public sector reform
29	Regional economic cooperation
30	Regulatory framework
31	Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.
32	Tourism
33	Trade and exports
34	Others (please specify):

**SECTION B: GENERAL ISSUES FACING THE PHILIPPINES**

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

1	Agricultural modernization, rural development
2	Anti-corruption, transparency, social accountability
3	Climate change mitigation and adaptation
4	Disaster risk reduction and management
5	Economic growth
6	Education: providing quality education for children
7	Energy: improving power sources, renewable and clean energy
8	Environment
9	Food security: improving access to sufficient, safe and nutritious food
10	Foreign direct investment: promoting policies to stimulate FDIs
11	Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups
12	Governance and government effectiveness
13	Health: improving the delivery of health services
14	Information and communications technology
15	Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity
16	Jobs: creating more and better jobs
17	Land reform: improving and expanding implementation
18	Law and justice: improving effectiveness of systems
19	Local government: improving effectiveness of LGUs
20	Manufacturing
21	Natural resource management of oil, gas, mining, etc.
22	Peace and order: reducing crime and violence
23	Peace and order: securing peace in Mindanao
24	Population: reducing population growth
25	Private sector development: enhancing the environment for investment and business growth
26	Public financial management: public expenditure, fiscal system reform
27	Public sector reform
28	Regional economic cooperation
29	Regulatory framework
30	Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.
31	Tourism
32	Trade and exports
33	Others (please specify):

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## SECTION B: GENERAL ISSUES FACING THE PHILIPPINES

**B4. Economic and social development can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in the Philippines? (Choose no more than THREE)**

1	Agricultural modernization, rural development
2	Anti-corruption, transparency, social accountability
3	Climate change mitigation and adaptation
4	Disaster risk reduction and management
5	Education: providing quality education for children
6	Energy: improving power sources, renewable and clean energy
7	Environment
8	Food security: improving access to sufficient, safe and nutritious food
9	Foreign direct investment: promoting policies to stimulate FDIs
10	Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups
11	Governance and government effectiveness
12	Health: improving the delivery of health services
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24	Private sector development: enhancing the environment for investment and business growth
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26	Public sector reform
27	Regional economic cooperation
28	Regulatory framework
29	Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.
30	Tourism
31	Trade and exports
32	Others (please specify):

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

**C1. There are several institutions in the World Bank Group (IBRD/IDA, IFC) that work in developing countries around the world. How familiar are you with their work in the Philippines, on a ten point scale?**

		1 - Not familiar at all					Extremely familiar - 10				
1	The World Bank (IBRD/IDA)	1	2	3	4	5	6	7	8	9	10
2	International Finance Corporation (IFC)	1	2	3	4	5	6	7	8	9	10

**C2. Overall, please rate your impression of the World Bank Group's (IBRD/IDA, IFC) effectiveness in the Philippines, on a ten point scale?**

		1- Not effective at all					Very effective - 10					Don't know
1	The World Bank (IBRD/IDA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	International Finance Corporation (IFC)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**C3. To what extent do you believe the World Bank Group's (IBRD/IDA, IFC) staff is well prepared (e.g., skills and knowledge) to help the Philippines solve its most complicated development challenges, on a ten point scale?**

		1 - To no degree at all					To a very significant degree - 10					Don't know
1	The World Bank (IBRD/IDA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	International Finance Corporation (IFC)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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## SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

**C4. When thinking about how the World Bank Group (IBRD/IDA, IFC) can have the most impact on development results in the Philippines, in which areas do you believe the World Bank should focus most of its attention and resources in the Philippines? (Choose no more than THREE)**

1	Agricultural modernization, rural development
2	Anti-corruption, transparency, social accountability
3	Climate change mitigation and adaptation
4	Disaster risk reduction and management
5	Economic growth
6	Education: providing quality education for children
7	Energy: improving power sources, renewable and clean energy
8	Environment
9	Food security: improving access to sufficient, safe and nutritious food
10	Foreign direct investment: promoting policies to stimulate FDIs
11	Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups
12	Governance and government effectiveness
13	Health: improving the delivery of health services
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15	Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity
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20	Manufacturing
21	Natural resource management of oil, gas, mining, etc.
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24	Population: reducing population growth
25	Poverty reduction
26	Private sector development: enhancing the environment for investment and business growth
27	Public financial management: public expenditure, fiscal system reform
28	Public sector reform
29	Regional economic cooperation
30	Regulatory framework
31	Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.
32	Tourism
33	Trade and exports
34	Others (please specify):

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## SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

**C5. When thinking about the World Bank Group's (IBRD/IDA, IFC) role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Philippines?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Collaboration between the agencies of the World Bank Group (IBRD/IDA, IFC)	<input type="checkbox"/>	<input type="checkbox"/>
2	Data about development	<input type="checkbox"/>	<input type="checkbox"/>
3	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
4	Investment in private sector	<input type="checkbox"/>	<input type="checkbox"/>
5	Linkage to non-Bank expertise such as knowledge sharing between developing countries	<input type="checkbox"/>	<input type="checkbox"/>
6	Loans to finance development projects	<input type="checkbox"/>	<input type="checkbox"/>
7	Loans to promote policy reforms	<input type="checkbox"/>	<input type="checkbox"/>
8	Partnership and cooperation: facilitating or convening groups from government, private sector, donors, civil society	<input type="checkbox"/>	<input type="checkbox"/>
9	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
10	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
11	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
12	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
13	Others (please specify):	<input type="checkbox"/>	<input type="checkbox"/>

**C6. Which of the following do you identify as the World Bank Group's (IBRD/IDA, IFC) greatest WEAKNESSES in its work in the Philippines? (Choose no more than TWO)**

1	Arrogant in its approach
2	Credibility of its knowledge/data
3	Imposing technocratic solutions without regard to political realities
4	Not adequately sensitive to political/social realities in the Philippines
5	Not aligned with country priorities
6	Not aligned with other donors' work
7	Not collaborating enough with non-government actors
8	Not enough public disclosure of its work
9	Not exploring alternative policy options
10	Not willing to honestly criticize policies and reform efforts in the country
11	Staff too inaccessible
12	Too bureaucratic in its operational policies and procedures
13	Too influenced by developed countries
14	Too slow and complex in its processes
15	Others (please specify):

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## SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

### C7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in the Philippines? (Choose no more than TWO)

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

### To what extent do you agree with the following statements about the World Bank Group's (IBRD/IDA, IFC) work in the Philippines, on a ten point scale?

		1- Strongly disagree					Strongly agree - 10					Don't know
C8.	Overall the World Bank Group currently plays a relevant role in development in the Philippines.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9.	The World Bank Group supports programs and strategies that are realistic for the Philippines.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10.	The World Bank Group treats clients and stakeholders in the Philippines with respect.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11.	The World Bank Group's work is aligned with what I consider the development priorities for the Philippines.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

### To what extent is the World Bank Group (IBRD/IDA, IFC) an effective development partner in the Philippines, in terms of each of the following?

		1- To no degree at all					To a very significant degree - 10					Don't know
C12.	Accessibility of staff	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13.	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"/>
C14.	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15.	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16.	Flexibility toward changing country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17.	Flexibility of the World Bank Group's products and services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18.	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19.	Inclusiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C20.	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21.	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C22.	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

<b>C23. When World Bank Group (IBRD/IDA, IFC)-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	Lack of/inadequate levels of capacity in Government
2	Political pressures and obstacles
3	Poor donor coordination
4	Reforms are not well thought out in light of country challenges
5	The Government works inefficiently
6	The World Bank does not do adequate follow through/follow-up
7	The World Bank is not sensitive enough to political/social realities on the ground
8	The World Bank works too slow
9	There is no adequate level of citizen/civil society participation
10	Others (please specify):

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## SECTION D: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank Group (IBRD/IDA, IFC) is in terms of the work it does in the following areas of development in the Philippines, on a ten point scale?												
		1- Not effective at all					Very effective - 10					Don't know
D1.	Helping achieve fiscal and financial stability through consolidation and improved macroeconomic risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D2.	Helping build an enabling business environment to promote competitiveness, productivity and employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3.	Helping promote access and delivery of financial services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4.	Helping improve the delivery of basic services, such as education, health, water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5.	Helping improve the delivery of basic services in poor areas	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6.	Helping establish a social protection system through household poverty targeting and conditional cash transfers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7.	Helping in disaster risk management and climate change mitigation and adaptation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8.	Helping promote stability, peace and development in conflict-affected areas	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9.	Helping promote good governance and anticorruption in Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10.	Helping promote procurement and public financial management reforms in Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11.	Helping improve local governance through more effective decentralization	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12.	Others (please specify):	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D13. To what extent does the World Bank Group's (IBRD/IDA, IFC) work help to achieve development results in the Philippines, on a ten point scale?										
1- To no degree at all					To a very significant degree - 10					Don't know
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you agree with the following statements about the World Bank Group (IBRD/IDA, IFC) in the Philippines, on a ten point scale?												
		1- Strongly disagree					Strongly agree - 10					Don't know
D14.	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the Philippines	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15.	The World Bank meets the Philippines' needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D16.	IFC's financial products (i.e., investments, technical assistance and advisory services) meet the needs for private sector development in the Philippines	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION E: THE WORLD BANK'S KNOWLEDGE

**E1. 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

**In the Philippines, how effective do you believe the World Bank Group's (IBRD/IDA, IFC) knowledge and research are at:**

		1 - Not effective at all					Very effective - 10					Don't know
<b>E2.</b>	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3.</b>	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4.</b>	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5.</b>	Raising your awareness about a topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6.</b>	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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## SECTION E: THE WORLD BANK'S KNOWLEDGE

In the Philippines, to what extent do you believe that the World Bank's knowledge and research:												
		1 - To no degree at all					To a very significant degree - 10					Don't know
		1	2	3	4	5	6	7	8	9	10	
E7.	Are a source of relevant information about global good practices											<input type="checkbox"/>
E8.	Are accessible (well written and easy to understand)											
E9.	Are adaptable to the Philippines' specific development challenges and country circumstances											
E10.	Are adequately disseminated											
E11.	Are relevant to the Philippines' development priorities											
E12.	Are timely											
E13.	Include appropriate level of stakeholder involvement during preparation											
E14.	Provide feasible recommendations											

E15. Overall, how significant a contribution do you believe the World Bank Group's (IBRD/IDA, IFC) knowledge and research make to development results in the Philippines, on a ten point scale?										
1 - Not significant at all					Very significant - 10					Don't know
1	2	3	4	5	6	7	8	9	10	
										<input type="checkbox"/>

E16. Overall, how would you rate the technical quality of the World Bank Group's (IBRD/IDA, IFC) knowledge/research, on a ten point scale?										
1 - Very low technical quality					Very high technical quality - 10					Don't know
1	2	3	4	5	6	7	8	9	10	
										<input type="checkbox"/>

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**SECTION F: 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>F1.</b>	The World Bank disburses funds promptly											<input type="checkbox"/>
<b>F2.</b>	The World Bank effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
<b>F3.</b>	The World Bank ensures consistency and continuity through staff changes											<input type="checkbox"/>
<b>F4.</b>	The World Bank requires reasonable conditions on its lending											<input type="checkbox"/>
<b>F5.</b>	The World Bank provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>
<b>F6.</b>	The World Bank's "Safeguards Policy" requirements are reasonable											<input type="checkbox"/>
<b>F7.</b>	The World Bank's approvals and reviews are timely											<input type="checkbox"/>
<b>F8.</b>	The World Bank's teams and visits are well coordinated											<input type="checkbox"/>
<b>F9.</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them											<input type="checkbox"/>
<b>F10.</b>	Working with the World Bank increases the capacity of Government to implement and improve its performance in the Philippines											<input type="checkbox"/>

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## SECTION G: THE FUTURE ROLE OF THE WORLD BANK IN THE PHILIPPINES

**G1. How significant a role do you believe the World Bank Group (IBRD/IDA, IFC) SHOULD play in the Philippines' development in the near future, on a ten point scale?**

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

**G2. Which of the following SHOULD the World Bank Group (IBRD/IDA, IFC) do to make itself of greater value in Philippines? (Choose no more than TWO)**

1	Ensure greater selectivity in its work
2	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
3	Improve the quality of its experts as related to the Philippines' specific challenges
4	Increase availability of Fee-Based services
5	Offer more innovative financial products
6	Offer more innovative knowledge services
7	Provide more adequate data/knowledge/statistics/figures on the Philippines' economy
8	Reduce the complexity of obtaining World Bank financing
9	Work faster
10	Others (please specify):

**G3. How effective do you believe the different agencies of the World Bank Group (IBRD/IDA, IFC) collaborate and coordinate in the Philippines, on a ten point scale?**

1 - Not effectively at all					Very effectively - 10					Don't know
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: COMMUNICATION AND INFORMATION SHARING

### H1. How do you get most of your information about economic and social development issues in the Philippines? (Choose no more than TWO)

1	Blogs	11	Social media: Facebook, Twitter, Youtube
2	Email	12	Television – international
3	Instant messaging or online chat	13	Television – local
4	Internet through non-World Bank websites, search engines such as Google and Yahoo	14	World Bank Group conferences, seminars, workshops, videoconferences
5	Mobile phones	15	World Bank Knowledge for Development Center (KDC)
6	Newspapers – international	16	World Bank Group publications, materials
7	Newspapers – local	17	World Bank Group staff through face-to-face meetings and discussions
8	Periodicals	18	World Bank Group website
9	Radio – international	19	Others (please specify):
10	Radio – local		

### H2. How would you prefer to receive information from the World Bank Group (IBRD/IDA, IFC)? (Choose no more than TWO)

1	Blogs	11	Social media: Facebook, Twitter, Youtube
2	Email	12	Television – international
3	Instant messaging or online chat	13	Television – local
4	Internet through non-World Bank websites, search engines such as Google and Yahoo	14	World Bank Group conferences, seminars, workshops, videoconferences
5	Mobile phones	15	World Bank Knowledge for Development Center (KDC)
6	Newspapers – international	16	World Bank Group publications, materials
7	Newspapers – local	17	World Bank Group staff through face-to-face meetings and discussions
8	Periodicals	18	World Bank Group website
9	Radio – international	19	Others (please specify):
10	Radio – local		

H3.	Are you aware of the World Bank's Access to Information Policy under which the Bank now discloses any information in its possession that is not on a list of exceptions?	Yes	No	Don't know
H4.	Are you aware of the IFC's Access to Information Policy under which the IFC makes available information concerning its activities?	Yes	No	Don't know
H5.	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	Yes	No	
H6.	Were you able to obtain this information?	Yes	No	
H7.	Do you have access to the Internet?	Yes	No	
H8.	Do you use/have you used the World Bank Group websites?	Yes	No	



## SECTION H: COMMUNICATION AND INFORMATION SHARING

<b>H9. Which do you primarily use?</b>	
1	The World Bank's country website (www.worldbank.org/ph)
2	The World Bank's main website (www.worldbank.org)
3	IFC's main website (www.ifc.org)

<b>H10. Do you use/have you used the resources or have you attended a knowledge sharing event in any of the Knowledge for Development Centers (KDCs) or World Bank online resource centers/depository libraries? The KDCs are at the World Bank Office Manila, Asian Institute of Management, Ateneo de Naga University, Central Philippine University, House of Representatives, Notre Dame University Cotabato, Palawan State University, Saint Paul University Tuguegarao, Silliman University, University of Southeastern Philippines, University of San Carlos. The online resource centers are at the NEDA, Philippine Institute for Development Studies, University of the Philippines School of Economics, and University of the Philippines at Los Baños.</b>	
1	Yes
2	No
3	I don't know what a KDC or an online resource center is.

<b>Please rate how much you agree with the following statements, on a ten point scale.</b>												
		1 - Strongly disagree					Strongly agree - 10					Don't know
<b>H11.</b>	I find the information on the World Bank Group'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>H12.</b>	I find the World Bank Group's 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>H13.</b>	I use more data from the World Bank Group as a result of the organization's Open Data policy.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>H14.</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>H15.</b>	The World Bank's KDC or online resource center is a valuable source of information related to development in the Philippines. <i>(Only answer if you have used the KDC or online resource center.)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>H16.</b>	When I need information from the World Bank Group 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"/>

**Thank you for completing the survey!**