

Appendix D: Ethiopia Questionnaire



World Bank Client Survey FY12 – Ethiopia

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Ethiopia or who observe activities related to social and economic development. The following survey is meant to give the Bank's team that works in Ethiopia, 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 Ethiopia. The World Bank commissioned an independent firm to oversee the logistics of this effort in Ethiopia. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle the number that most accurately reflects your answer. **If you prefer not to answer a question, please leave it blank.**

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

SECTION A: BACKGROUND INFORMATION

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

1	Office of the President, Prime Minister
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 or Multilateral Agency
9	Private Sector Organization
10	NGOs (including CBOs)
11	Media (Press, Radio, TV, Web etc.)
12	Independent Government Institution (i.e., Regulatory Agency, Central Bank)
13	Trade Union
14	Academia/Research Institute/Think tank
15	Judiciary
16	Other (please specify): _____

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

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

A3. How familiar are you with the work of the World Bank in Ethiopia 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. Which of the following best describes your exposure to the World Bank in Ethiopia? (Please choose only one)

1	Very familiar (collaborated, part of my professional duties, etc)
2	Fairly familiar (personal interest, follow the press)
3	Superficially (occasional press news, informal sources, etc.)

A5. 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

SECTION A: BACKGROUND INFORMATION (CONT..)**A6. Which best represents your geographic location?**

1	Addis Ababa
2	Southern Nations Nationalities and Peoples' Regional State
3	Oromia
4	Amhara
5	Tigray
6	Other (please specify): _____

A7. Which best describes your age?

1	18 - 25
2	26 - 35
3	36 - 45
4	46+
5	Prefer not to respond

SECTION B: GENERAL ISSUES FACING ETHIOPIA**B1. In general, would you say that Ethiopia is currently headed...(Please choose only ONE)**

1	In the right direction
2	In the wrong direction
3	Have no real opinion
4	Don't know

B2. In general, Ethiopia is headed in the right direction in terms of sustaining economic recovery and promoting growth (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

B3. In general, Ethiopia is headed in the right direction in terms of improving governance (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

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

B4. In general, Ethiopia is headed in the right direction in terms of delivering better public services to the poor (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

B5. In general, Ethiopia is headed in the right direction in terms of reducing corruption (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

B6. In general, Ethiopia is headed in the right direction in terms of ensuring that all children have access to education (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

B7. In general, Ethiopia is headed in the right direction in terms of ensuring adequate and productive infrastructure (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

B8. In general, Ethiopia is headed in the right direction in terms of ensuring access to clean water (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

B9. In general, Ethiopia is headed in the right direction in terms of reducing gender disparities (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

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

B10. In general, Ethiopia is headed in the right direction in terms of increasing voice and participation of the citizens of Ethiopia (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

B11. In general, Ethiopia is headed in the right direction in terms of responsive leadership (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

B12. In general, over the past five years would you say that your economic status/standard of living has.. (Please choose only ONE)

1	Improved
2	Worsened
3	Stayed the same

B13. In general, over the next five years do you expect the standard of living in Ethiopia.. (Please choose only ONE)

1	To improve
2	To worsen
3	Stay the same
4	Don't have an opinion
5	Don't know

B14. Over the next five years do you expect your own economic status/standard of living to.. (Please choose only ONE)

1	Improve
2	Worsen
3	Stay the same

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

B15. Listed below are a number of development priorities in Ethiopia.			
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/improving governance	<input type="checkbox"/>	<input type="checkbox"/>
2	HIV/AIDS and other communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>
3	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>
4	Reducing corruption	<input type="checkbox"/>	<input type="checkbox"/>
5	Promote policies to stimulate foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>
6	Promote policies to stimulate domestic private investment	<input type="checkbox"/>	<input type="checkbox"/>
7	Increasing access to education	<input type="checkbox"/>	<input type="checkbox"/>
8	Increasing access to health services	<input type="checkbox"/>	<input type="checkbox"/>
9	Reducing poverty	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving the effectiveness of law and justice system	<input type="checkbox"/>	<input type="checkbox"/>
11	Improving basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
12	Improving environmental quality	<input type="checkbox"/>	<input type="checkbox"/>
13	Protecting natural resources	<input type="checkbox"/>	<input type="checkbox"/>
14	Increasing employment/ income generating opportunities	<input type="checkbox"/>	<input type="checkbox"/>
15	Enhancing the opportunity for private sector growth/investment	<input type="checkbox"/>	<input type="checkbox"/>
16	Agriculture development	<input type="checkbox"/>	<input type="checkbox"/>
17	Strengthening regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>
18	Improving trade and exports	<input type="checkbox"/>	<input type="checkbox"/>
19	Climate change	<input type="checkbox"/>	<input type="checkbox"/>
20	Food security	<input type="checkbox"/>	<input type="checkbox"/>
21	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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

B16. 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 Ethiopia? (Choose no more than TWO)

1	Government effectiveness/increasing governance
2	HIV/AIDS and other communicable diseases
3	Economic growth
4	Reducing corruption
5	Promote policies to stimulate foreign direct investment
6	Promote policies to stimulate domestic private investment
7	Increasing access to education
8	Increasing access to health services
9	Reducing poverty
10	Improving the effectiveness of law and justice system
11	Improving basic infrastructure
12	Improving environmental quality
13	Protecting natural resources
14	Increasing employment/ income generating opportunities
15	Enhancing the opportunity for private sector growth/investment
16	Agriculture development
17	Strengthening regulatory framework
18	Improving trade and exports
19	Climate change
20	Food security
21	Other (please specify): _____

B17. 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 Ethiopia? (Choose no more than TWO)

1	Increasing agricultural productivity
2	Reducing corruption
3	Government effectiveness/increasing governance
4	Promoting policies to stimulate domestic private investment
5	Enhancing the opportunity for private sector growth/investment
6	Improving access to and/or quality of education
7	Improving access to and/or quality of health care
8	Strengthening the regulatory framework
9	Enhancing the environment for increased foreign direct investment
10	Improving trade and exports
11	Other (please specify): _____

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

C1. To what extent does the World Bank meet Ethiopia's needs for knowledge services (e.g., research, analysis, technical assistance), on a scale of 1-10, meaning "to no degree at all", 10 meaning "to a very Significant degree."											1
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	

C2. Based on your observations of the World Bank in Ethiopia...		
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 THREE)		
		Where would it be most productive for the Bank to focus most of its resources? (Choose no more than THREE)
1	Improving trade and exports	<input type="checkbox"/>
2	Reducing poverty	<input type="checkbox"/>
3	Economic growth	<input type="checkbox"/>
4	Climate change	<input type="checkbox"/>
5	Agriculture development	<input type="checkbox"/>
6	Increasing access to education	<input type="checkbox"/>
7	Food security	<input type="checkbox"/>
8	Promoting policies to stimulate foreign direct investment	<input type="checkbox"/>
9	Improving the effectiveness of law and justice system	<input type="checkbox"/>
10	Promoting policies to stimulate domestic private sector growth/investment	<input type="checkbox"/>
11	Improving environmental quality	<input type="checkbox"/>
12	Increasing access to health services	<input type="checkbox"/>
13	Increasing employment/ income generating opportunities in private sector	<input type="checkbox"/>
14	Protecting natural resources	<input type="checkbox"/>
15	Reducing corruption	<input type="checkbox"/>
16	Strengthening regulatory framework	<input type="checkbox"/>
17	HIV/AIDS and other communicable diseases	<input type="checkbox"/>
18	Government effectiveness/governance	<input type="checkbox"/>
19	Improving basic infrastructure	<input type="checkbox"/>
20	Other (please specify): _____	<input type="checkbox"/>

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

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

	Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	<input type="checkbox"/>	<input type="checkbox"/>
2	<input type="checkbox"/>	<input type="checkbox"/>
3	<input type="checkbox"/>	<input type="checkbox"/>
4	<input type="checkbox"/>	<input type="checkbox"/>
5	<input type="checkbox"/>	<input type="checkbox"/>
6	<input type="checkbox"/>	<input type="checkbox"/>
7	<input type="checkbox"/>	<input type="checkbox"/>
8	<input type="checkbox"/>	<input type="checkbox"/>
9	<input type="checkbox"/>	<input type="checkbox"/>

C5. Which of the following do you identify as the Bank's greatest weaknesses in its work in Ethiopia? (Choose no more than TWO)

1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Does not push Government hard enough on reforms needed for poverty reduction and private sector growth
4	Too bureaucratic in its operational policies and procedures
5	Not client focused
6	Staff too inaccessible
7	Is arrogant in its approach
8	Not willing to honestly criticize politics and reform efforts in the country
9	Too influenced by the US
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Inadequately aligned with country priorities
13	Other (please specify): _____

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

C6. To what extent do you believe the World Bank encourages the Government of Ethiopia to support and see through the reform that is necessary for poverty reduction and private sector growth on a scale of 1-10, 1 meaning to "no degree at all", 10 meaning "to a very high degree".

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

C7. 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 Ethiopia? (Choose no more than TWO)

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

C8. Which of the following statements best represents how the Bank should work in Ethiopia? (Choose only ONE)

1	The Bank should work primarily with the government of Ethiopia to advance the country's development program
2	The Bank should work in partnership with a broad range of stakeholders to advance the country's development program

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)**C9. Which of the following statements best represents how the Bank does work in Ethiopia? (Choose only ONE)**

1	The Bank works primarily with the government of Ethiopia to advance the country's development program
2	The Bank works in partnership with a broad range of stakeholders to advance the country's development program

C10. 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	Academia and think tanks
10	Other (please specify): _____

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

		Strongly Disagree										Strongly Agree	Don't Know
		1	2	3	4	5	6	7	8	9	10		
C11.	Overall the Bank currently plays a relevant role in development in Ethiopia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C12.	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"/>
C13.	The World Bank supports programs and strategies that are realistic and sustainable for Ethiopia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C14.	The World Bank treats clients and stakeholders in Ethiopia with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C15.	The World Bank collaborates well with other donors here	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C16.	The World Bank is responsive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C17.	The Bank is an effective catalyst for discussion on critical issues related to poverty and growth.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C18.	The World Bank's work promotes country ownership of development strategies	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C19.	The Bank's work promotes the empowerment of Ethiopian citizens to participate in development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C20.	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C21.	The Bank gives appropriate priority to growth issues	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION D: THE WORK OF THE WORLD BANK

For each item in the following section, please provide two responses: first, importance, meaning, in your opinion, how important it is for the Bank to be involved in that particular area of work in Ethiopia. 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 Ethiopia.

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

SECTION E: THE WAY THE WORLD BANK DOES BUSINESS

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

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

SECTION F: PROJECT/PROGRAM RELATED ISSUES

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 Ethiopia	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 Ethiopia	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 ETHIOPIA

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

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

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

1	Improve the quality of its experts as related to Ethiopia'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 only ONE)

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

SECTION H: COMMUNICATION AND OUTREACH**H1. Where do you get most of your information about economic and social development issues in Ethiopia? (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
8	Internet
9	Other (please specify): _____

H2. Where do you get most of your information about the World Bank's development activities in Ethiopia? (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
8	Blogs
9	Internet
10	World Bank Development Information Corners (i.e., at university libraries, the National Archives and Library and CCRDA)
11	World Bank conferences, seminars, workshops
12	World Bank publications, materials
13	World Bank website
14	World Bank Public Information Center (PIC)
15	Direct contact/interaction with World Bank staff
16	Other (please specify): _____

SECTION H: COMMUNICATION AND OUTREACH (CONT..)**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): _____

H4. Do you have access to the internet?

1	Yes
2	No

H5. I use/have used the World Bank website:

1	Yes
2	No

H6. I primarily use:

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

H7. I use/have used the World Bank's Public Information Centers (PICs) in Ethiopia:

1	Yes
2	No
3	I don't know what PIC is

H8. I use/have used the World Bank Development Information Corners in Ethiopia:

1	Yes
2	No
3	I don't know what World Bank Development Information Corner is

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	<input type="checkbox"/>
H9.	The World Bank’s PIC is a valuable source of information related to development in Ethiopia. <i>(Only answer if you have used the PIC)</i>											<input type="checkbox"/>
H10.	The World Bank’s Development Information Corner is a valuable source of information related to development in Ethiopia. <i>(Only answer if you have used the World Bank Development Information Corner)</i>											<input type="checkbox"/>
H11.	I find the Bank websites easy to navigate. <i>(Only answer if you have used a Bank website)</i>											<input type="checkbox"/>
H12.	I find the information on the Bank’s websites useful. <i>(Only answer if you have used a Bank website)</i>											<input type="checkbox"/>
H13.	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"/>
H14.	The Bank is responsive to my information requests and inquiries											<input type="checkbox"/>

Thank you for completing the survey!