

## Appendix F: South Africa FY 2012 Questionnaire



### **World Bank Country Survey FY12 – South Africa**

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

**A1. When considering development priorities, which ONE development priority below is the most important in South Africa? 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	Agriculture and rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Basic 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	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Townships/informal settlements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Domestic private sector development (e.g., competition)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Monitoring and evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Job creation/employment/labor markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Governance (i.e., government effectiveness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Access to micro finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Higher education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Crime and violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	HIV/AIDS, TB, other communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Mining	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Telecommunications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

**B1. How familiar are you with the work of the World Bank in South Africa, on a ten point scale?**

1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

**B2. Overall, please rate your impression of the World Bank's effectiveness in South Africa, on a ten point scale?**

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

**B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help South Africa solve its most complicated development challenges, 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

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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 South Africa, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in South Africa? (Choose no more than THREE)**

1	Higher education	18	Urban development
2	Social protection (e.g., pensions, targeted social assistance)	19	Environmental sustainability
3	Governance (i.e., government effectiveness)	20	Equality of opportunity (i.e., equity)
4	Transport (e.g., roads, bridges, transportation)	21	Health
5	Poverty reduction	22	Townships/informal settlements
6	Access to micro finance	23	Basic education
7	Regional integration	24	Climate change (e.g., mitigation, adaptation)
8	Gender	25	Agriculture and rural development
9	Crime and violence	26	Trade and exports
10	Domestic private sector development (e.g., competition)	27	Economic growth
11	Foreign direct investment	28	Law and justice (e.g., judicial system)
12	Water and sanitation	29	Regulatory framework
13	Energy	30	HIV/AIDS, TB, other communicable diseases
14	Monitoring and evaluation	31	Mining
15	Public financial management (e.g., public expenditure, fiscal system reform)	32	Anti corruption
16	Job creation/employment/labor markets	33	Telecommunications
17	Financial markets	34	Disaster management

**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 South Africa?**

		<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	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
3	Data	<input type="checkbox"/>	<input type="checkbox"/>
4	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
5	Studies/analyses/research	<input type="checkbox"/>	<input type="checkbox"/>
6	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
7	Linkage to other expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
8	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK****B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in South Africa? (Choose no more than TWO)**

1	Not exploring alternative policy options
2	Staff too inaccessible
3	Arrogant in its approach
4	Not client focused
5	The credibility of its knowledge/data
6	Not willing to honestly criticize policies and reform efforts in the country
7	Too influenced by industrialized countries
8	Not enough public disclosure of its work
9	World Bank processes too slow and complex
10	Not aligned with country priorities
11	Not aligned with other partners' work
12	Not collaborating enough with non-state actors
13	Not adequately sensitive to political/social realities in South Africa
14	Other (please specify): _____

**B7. 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

**B8. 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 South Africa 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	Development partner community
7	Foundations (e.g., Open Society, Bill & Melinda Gates Foundation)
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	Other (please specify): _____

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B9</b>	Overall the World Bank currently plays a relevant role in development in South Africa												<input type="checkbox"/>
<b>B10</b>	The World Bank's work is aligned with what I consider the development priorities for South Africa												<input type="checkbox"/>
<b>B11</b>	The World Bank supports programs and strategies that are realistic for South Africa												<input type="checkbox"/>
<b>B12</b>	The World Bank treats clients and stakeholders in South Africa with respect												<input type="checkbox"/>

**To what extent is the World Bank an effective development partner in South Africa, 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>B13</b>	Responsiveness												<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of the World Bank's products and services)												<input type="checkbox"/>
<b>B15</b>	Flexibility (in terms of changing country circumstances)												<input type="checkbox"/>
<b>B16</b>	Being inclusive												<input type="checkbox"/>
<b>B17</b>	Openness (sharing data and other information)												<input type="checkbox"/>
<b>B18</b>	Staff accessibility												<input type="checkbox"/>
<b>B19</b>	Straightforwardness and honesty												<input type="checkbox"/>
<b>B20</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)												<input type="checkbox"/>
<b>B21</b>	Collaboration with the Government												<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors												<input type="checkbox"/>
<b>B23</b>	Follow through over time												<input type="checkbox"/>

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

**B24. When World Bank assisted reforms fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

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 coordination with development partners
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: PERCEPTIONS OF WORLD BANK EFFECTIVENESS AND RESULTS**

<b>C1. To what extent does the World Bank's work help to achieve development results in South Africa, 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 C: PERCEPTIONS OF 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 South Africa, 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>C2</b>	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C3</b>	Telecommunications	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C4</b>	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C6</b>	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C7</b>	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C8</b>	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C9</b>	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C10</b>	Basic education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C11</b>	HIV/AIDS, TB, other communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C12</b>	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C13</b>	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C14</b>	Domestic private sector development (e.g., competition)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C15</b>	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C16</b>	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C17</b>	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C18</b>	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C19</b>	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C20</b>	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C21</b>	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C22</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>C23</b>	Job creation/employment/labor markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C24</b>	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C25</b>	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C26</b>	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C27</b>	Agriculture and rural development	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>	Access to micro finance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C30</b>	Higher 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>	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C34</b>	Townships/informal settlements	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C35</b>	Mining	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION C: PERCEPTIONS OF WORLD BANK EFFECTIVENESS AND RESULTS

To what extent do you agree with the following statements about the World Bank in South Africa, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C36</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of South Africa											<input type="checkbox"/>	
<b>C37</b>	The World Bank meets South Africa's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>	

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>C38</b>	The World Bank disburses funds promptly											<input type="checkbox"/>	
<b>C39</b>	The World Bank effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
<b>C40</b>	The World Bank's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
<b>C41</b>	The World Bank's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
<b>C42</b>	The World Bank imposes reasonable conditions on its lending											<input type="checkbox"/>	
<b>C43</b>	Working with the World Bank increases South Africa's institutional capacity											<input type="checkbox"/>	
<b>C44</b>	The World Bank ensures consistency and continuity through staff changes											<input type="checkbox"/>	
<b>C45</b>	The World Bank's teams and visits are well coordinated											<input type="checkbox"/>	
<b>C46</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them											<input type="checkbox"/>	

## SECTION D: THE WORLD BANK'S KNOWLEDGE

**D1. How frequently do you consult World Bank knowledge products 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 South Africa, how effective do you believe the World Bank's knowledge products and research are at:**

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D2</b>	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D3</b>	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D4</b>	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D5</b>	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D6</b>	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**In South Africa, to what extent do you believe that the World Bank's knowledge products and research:**

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D7</b>	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D8</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D9</b>	Are relevant to South Africa's development priorities	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D10</b>	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D11</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D12</b>	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D13</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D14</b>	Are adaptable to South Africa's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

**D15. Overall, how significant a contribution do you believe the World Bank's knowledge products and research make to development results in your country, on a ten point scale?**

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

**D16. Overall, how would you rate the technical quality of the World Bank's knowledge products and 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

**D17. Overall, how effective is the World Bank at providing linkage to other 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

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## SECTION E: THE FUTURE ROLE OF THE WORLD BANK IN SOUTH AFRICA

**E1. How significant a role do you believe the World Bank SHOULD play in South Africa'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

**E2. Which of the following SHOULD the World Bank do to make itself more useful in South Africa? (Choose no more than TWO)**

1	Improve the quality of its experts as related to South Africa'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 South Africa'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): _____

**To what extent do you agree/disagree with the following statements, on a ten point scale?**

		Strongly disagree										Strongly agree	Don't know
<b>E3</b>	Eskom will have a positive impact on sustainable economic development in South Africa.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E4</b>	The kind of support that the World Bank is providing to the Eskom project would be very beneficial to future large infrastructure projects in South Africa.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	In the future, the World Bank should be involved in infrastructure projects such as Eskom, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	There is no value added in South Africa, from World Bank involvement in large infrastructure projects such as Eskom.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION E: THE FUTURE ROLE OF THE WORLD BANK IN SOUTH AFRICA

**E7. When thinking about the development challenges in South Africa, 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)**

1	Gender	18	Equality of opportunity (i.e., equity)
2	Higher education	19	Urban development
3	Domestic private sector development (e.g., competition)	20	Crime and violence
4	Foreign direct investment	21	Regional integration
5	Water and sanitation	22	Telecommunications
6	Trade and exports	23	Transport (e.g., roads, bridges, transportation)
7	Economic growth	24	Agriculture and rural development
8	Energy	25	Mining
9	Disaster management	26	Public financial management (e.g., public expenditure, fiscal system reform)
10	Monitoring and evaluation	27	Job creation/employment/labor markets
11	Governance (i.e., government effectiveness)	28	Health
12	Social protection (e.g., pensions, targeted social assistance)	29	Townships/informal settlements
13	Climate change (e.g., mitigation, adaptation)	30	Access to micro finance
14	Poverty reduction	31	Environmental sustainability
15	Law and justice (e.g., judicial system)	32	Regulatory framework
16	Anti corruption	33	Basic education
17	Financial markets	34	HIV/AIDS, TB, other communicable diseases

**SECTION F: COMMUNICATION AND INFORMATION SHARING****F1. How do you get most of your information about economic and social development issues in South Africa? (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	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

**F2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)**

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 publications and other written materials
7	Mobile phones
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	Others (please specify): _____

<b>F3</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>F4</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>F5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>F6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>F7</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>

## SECTION F: COMMUNICATION AND INFORMATION SHARING

F8. Which do you primarily use?	
1	The World Bank's country website (www.worldbank.org/za)
2	The World Bank's main website (www.worldbank.org)

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree										Strongly agree	Don't know
F9	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"/>
F10	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"/>
F11	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F12	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"/>
F13	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"/>

**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 G: BACKGROUND INFORMATION****G1. Which of the following best describes your current position? (Please mark only ONE response)**

1	Office of the President
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 G: BACKGROUND INFORMATION****G2. Please identify the primary specialization of your work. (Please mark only ONE response)**

1	Access to micro finance	18	Higher education
2	Agriculture and rural development	19	HIV/AIDS, TB, other communicable diseases
3	Anti corruption	20	Job creation/employment/labor markets
4	Basic education	21	Law and justice (e.g., judicial system)
5	Climate change (e.g., mitigation, adaptation)	22	Mining
6	Crime and violence	23	Monitoring and evaluation
7	Disaster management	24	Poverty reduction
8	Domestic private sector development (e.g., competition)	25	Public financial management (e.g., public expenditure, fiscal system reform)
9	Economic growth	26	Regional integration
10	Energy	27	Regulatory framework
11	Environmental sustainability	28	Social protection (e.g., pensions, targeted social assistance)
12	Equality of opportunity (i.e., equity)	29	Telecommunications
13	Financial markets	30	Townships/informal settlements
14	Foreign direct investment	31	Trade and exports
15	Gender	32	Transport (e.g., roads, bridges, transportation)
16	Governance (i.e., government effectiveness)	33	Urban development
17	Health	34	Water and sanitation
35	Other (please specify): _____		

**G3. Currently, do you professionally collaborate/work with the World Bank in your country?**

1	Yes
2	No

**SECTION G: BACKGROUND INFORMATION****G4. Which of the following describes most of your exposure to the World Bank in South Africa? (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.

**G5. Which best represents your geographic location?**

1	The Eastern Cape
2	The Free State
3	Gauteng
4	KwaZulu-Natal
5	Limpopo
6	Mpumalanga
7	The Northern Cape
8	North West
9	The Western Cape

**Thank you for completing the survey!**