

## Appendix E: Honduras FY 2013 Questionnaire



### **World Bank Country Survey FY13 – Honduras**

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

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Honduras.</b>	
<b>Please identify which of the following you consider the most important development priorities in Honduras? (Choose no more than THREE)</b>	
1	Rural development
2	Education
3	Social protection (e.g., pensions, targeted social assistance)
4	Transport (e.g., roads, bridges, transportation)
5	Water and sanitation
6	Anti-corruption
7	Monitoring and evaluation
8	Public financial management (e.g., public expenditure, fiscal system reform)
9	Job creation/employment
10	Financial markets
11	Energy
12	Crime and violence
13	Law and justice (e.g., judicial system)
14	Disaster management
15	Nutrition
16	Domestic private sector development

<b>A3. Do you think the Bank is effectively investing to support the priorities listed above?</b>	
<b>(Please mark only ONE response)</b>	
1	Yes
2	No
3	Do not know

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

<b>B1. How familiar are you with the work of the World Bank in Honduras, on a ten point scale?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

<b>B2. Overall, please rate your impression of the World Bank's effectiveness in Honduras, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

<b>B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Honduras solve its most complicated development challenges, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all								To a very significant degree		Don't know

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

**B4. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Honduras?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**B5. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Honduras? (Choose no more than TWO)**

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

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

**B6. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	Other (please specify): _____

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B7</b>	Overall the World Bank currently plays a relevant role in development in Honduras	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B8</b>	The World Bank's work is aligned with what I consider the development priorities for Honduras	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B9</b>	The World Bank supports programs and strategies that are realistic for Honduras	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B10</b>	The World Bank treats clients and stakeholders in Honduras with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**To what extent is the World Bank an effective development partner in Honduras, 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>B11</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B13</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B14</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B15</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B16</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	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"/>	
<b>B19</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B21</b>	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**B22. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

**B23. When considering the level of World Bank support for some key areas in Honduras, how would you characterize the Bank's support in relation to the following?**

		Not enough support	Just the right level of support	Excessive level of support
1	Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Pro poor growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Economic and fiscal governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Honduras, on a ten point scale?												
		Not effective at all								Very effective		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C1</b>	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C2</b>	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C3</b>	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C4</b>	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</b>	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C9</b>	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C10</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>C11</b>	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C12</b>	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C13</b>	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C14</b>	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C15</b>	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C16</b>	Nutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C17. To what extent does the World Bank's work help to achieve development results in Honduras, 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
		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 in Honduras, on a ten point scale?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C18</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Honduras	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C19</b>	The World Bank meets Honduras's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

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

In Honduras, to what extent do you believe that the World Bank's knowledge and research:		To no degree at all										To a very significant degree		Don't know
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>D4</b>	Are relevant to Honduras's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>D5</b>	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>D6</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>D7</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>D8</b>	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>D9</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>D10</b>	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>D11</b>	Are adaptable to Honduras's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

D12. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

D13. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

D14. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not effective at all									Very effective		Don't know	

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

To what extent do you agree/disagree with the following statements, on a ten point scale?												
		Strongly disagree									Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>E1</b>	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Working with the World Bank increases Honduras's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E9</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E10</b>	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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## SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN HONDURAS

<b>F1. Which of the following SHOULD the World Bank do to make itself of greater value in Honduras? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to Honduras's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Ensure greater selectivity in its work
4	Provide more adequate data/knowledge/statistics/figures on Honduras's economy
5	Offer more innovative financial products
6	Offer more innovative knowledge services
7	Work faster
8	Others (please specify): _____

<b>F2. Which two of the following do you believe would be the most valuable ways the Bank could support the country's efforts to see through pro poor growth? (Choose no more than TWO)</b>	
1	Financing projects oriented to enhancing pro poor growth
2	Providing technical assistance to jointly find solutions to the country's development challenges
3	Building institutional capacity
4	Focusing research/analytical work on pro poor growth issues and providing feasible recommendations
5	Sharing information on global best practices in enhancing pro poor growth
6	Other (please specify): _____

<b>F3. Which two of the following do you believe would be the most valuable ways the Bank could support the country's efforts to decrease the levels of crime and violence in the country? (Choose no more than TWO)</b>	
1	Financing projects geared towards vulnerable populations
2	Building capacity within institutions dealing with prevention of crime and violence
3	Focusing research/analytical work on vulnerable groups and crime/violence issues and providing feasible recommendations
4	Sharing information on global best practices in prevention of crime and violence
5	Stimulating public debate/dialogue on vulnerable groups and crime/violence issues in the country
6	Other (please specify): _____

<b>F4. When considering the following issues, do you believe the World Bank SHOULD provide ... ?</b>				
		Less support	The current amount of support	More support
1	Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Pro poor growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Economic and fiscal governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How do you get most of your information about economic and social development issues in Honduras? (Choose no more than TWO)</b>	
1	Local newspapers
2	International newspapers
3	Local radio
4	Local television
5	International television
6	Periodicals
7	Internet
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	Mobile phones
11	Instant messaging
12	Other (please specify): _____

<b>G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Others (please specify): _____

<b>G3</b>	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank on its activities in the past year? <b>(If YES please go to Question G5; if NO please go to G6)</b>	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G8. Which Internet connection do you use primarily when visiting a World Bank website?</b>	
1	High speed
2	Dial-up

<b>G9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Honduras?</b>	
1	Yes
2	No
3	I don't know what PIC is

<b>Please rate how much you agree with the following statements, on a ten point scale.</b>													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G10</b>	I use/consult World Bank data more currently than I did a few years ago	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G11</b>	The World Bank's PIC is a valuable source of information related to development in Honduras.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G12</b>	I find the World Bank websites easy to navigate.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G13</b>	I find the information on the World Bank's websites useful.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G14</b>	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G15</b>	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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**SECTION H: BACKGROUND INFORMATION**

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

<b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Gender / equality of opportunity	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

<b>H3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following describes most of your exposure to the World Bank in Honduras? (Choose no more than TWO)</b>	
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.

<b>H5. Which best represents your geographic location?</b>	
1	Tegucigalpa
2	San Pedro Sula
3	Comayagua
4	La Ceiba

**Thank you for completing the survey!**