

Appendix I: Turkey FY 2014 Questionnaire



World Bank Group Country Survey FY14 – Turkey

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

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid.

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

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. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".

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 TURKEY

A1. In general would you say that Turkey is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Turkey.			
Please identify which of the following you consider the most important development priorities in Turkey? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	15	Education quality
2	Transport (e.g., roads, bridges, transportation)	16	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Energy
4	Gender equity	18	Climate change (e.g., mitigation, adaptation)
5	Foreign direct investment	19	Agricultural development
6	Water and sanitation	20	Trade and exports
7	Anti corruption	21	Competitiveness
8	Job creation/employment	22	Economic growth
9	Rural and regional development	23	Law and justice (e.g., judicial system)
10	Financial markets and savings	24	Regulatory framework for private sector development
11	Urban development and planning	25	Communicable/non-communicable diseases
12	Environmental sustainability	26	Disaster management (earthquakes, floods, etc.)
13	Income inequality	27	Migration
14	Health		

A3. 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 Turkey? (Choose no more than THREE)			
1	Water and sanitation	14	Migration
2	Income inequality	15	Anti corruption
3	Economic growth	16	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	17	Education quality
5	Gender equity	18	Energy
6	Rural and regional development	19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Urban development and planning	20	Environmental sustainability
8	Regulatory framework for private sector development	21	Disaster management (earthquakes, floods, etc.)
9	Social protection (e.g., pensions, targeted social assistance)	22	Health
10	Law and justice (e.g., judicial system)	23	Agricultural development
11	Transport (e.g., roads, bridges, transportation)	24	Job creation/employment
12	Competitiveness	25	Financial markets and savings
13	Communicable/non-communicable diseases	26	Trade and exports

SECTION A: GENERAL ISSUES

A4. Economic growth can be driven by a number of factors.			
Which THREE areas below do you believe would contribute most to generating economic growth in Turkey? (Choose no more than THREE)			
1	Energy	14	Regulatory framework for private sector development
2	Gender equity	15	Communicable/non-communicable diseases
3	Income inequality	16	Trade and exports
4	Social protection (e.g., pensions, targeted social assistance)	17	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
5	Climate change (e.g., mitigation, adaptation)	18	Job creation/employment
6	Anti corruption	19	Agricultural development
7	Disaster management (earthquakes, floods, etc.)	20	Transport (e.g., roads, bridges, transportation)
8	Rural and regional development	21	Environmental sustainability
9	Foreign direct investment	22	Health
10	Urban development and planning	23	Law and justice (e.g., judicial system)
11	Water and sanitation	24	Competitiveness
12	Education quality	25	Financial markets and savings
13	Migration		

A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Turkey? (Choose no more than TWO)	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Turkey?									
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 Group's effectiveness in Turkey.										
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 Group's staff is well prepared (e.g., skills and knowledge) to help Turkey solve its most complicated development challenges?										
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

B4. When thinking about how the World Bank Group can have the most impact on development results in Turkey, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Turkey? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	15	Income inequality
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Health
3	Transport (e.g., roads, bridges, transportation)	17	Education quality
4	Poverty reduction	18	Climate change (e.g., mitigation, adaptation)
5	Gender equity	19	Agricultural development
6	Competitiveness	20	Trade and exports
7	Rural and regional development	21	Economic growth
8	Foreign direct investment	22	Law and justice (e.g., judicial system)
9	Water and sanitation	23	Regulatory framework for private sector development
10	Energy	24	Communicable/non-communicable diseases
11	Job creation/employment	25	Anti corruption
12	Financial markets and savings	26	Migration
13	Urban development and planning	27	Disaster management (earthquakes, floods, etc.)
14	Environmental sustainability		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Turkey?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development (e.g., institutional development, training for staff at state institutions, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How effectively do the World Bank Group's activities below support Turkey's efforts to achieve development results?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Convening/facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B9	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

The World Bank Group can provide capacity building support in a number of ways in Turkey. To which degree would Turkey benefit, if capacity building were to support...?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B14	Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	The public sector , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	The public sector , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	The private sector , related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B18. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Turkey? (Choose no more than TWO)	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Turkey
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Imposing technocratic solutions without regard to political realities
11	Too slow and bureaucratic in its operational policies and procedures
12	Not aligned with other donors' work
13	Not collaborating enough with non-state actors
14	Not client focused
15	Other (please specify): _____
16	Don't know

B19. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Turkey? (Choose no more than TWO)	
1	Capacity development (e.g., institutional development, training for staff at state institutions, etc.)
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	South-South knowledge exchange
8	Other (please specify): _____
9	Don't know

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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B20. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Community Based Organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Faith based organizations
12	Other (please specify): _____
13	Don't know

To what extent do you agree with the following statements about the World Bank Group's work in Turkey?

		Strongly disagree										Strongly agree	Don't know
B21	Overall the World Bank Group currently plays a relevant role in development in Turkey	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	The World Bank Group's work is aligned with what I consider the development priorities for Turkey	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	The World Bank Group supports programs and strategies that are realistic for Turkey	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	The World Bank Group treats clients and stakeholders in Turkey with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Turkey 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		
B25	Responsiveness											<input type="checkbox"/>	
B26	Flexibility (in terms of the World Bank Group's products and services)											<input type="checkbox"/>	
B27	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
B28	Being inclusive											<input type="checkbox"/>	
B29	Openness (sharing data and other information)											<input type="checkbox"/>	
B30	Staff accessibility											<input type="checkbox"/>	
B31	Straightforwardness and honesty											<input type="checkbox"/>	
B32	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>	
B33	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>	
B34	Collaboration with the Government											<input type="checkbox"/>	
B35	Collaboration with other donors											<input type="checkbox"/>	
B36	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>	
B37	Being a long-term partner											<input type="checkbox"/>	

B38. To be a more effective development partner in Turkey, do you believe that the World Bank Group should have ...? (Select only ONE response)

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Turkey?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Migration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Competitiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development and planning	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework for private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster management (earthquakes, floods, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Financial markets and savings	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Income inequality	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Rural and regional development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Education quality	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Turkey?
(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
1	Migration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Competitiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Urban development and planning	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Regulatory framework for private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Disaster management (earthquakes, floods, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Financial markets and savings	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Income inequality	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Rural and regional development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Education quality	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. To what extent does the World Bank Group's work help to achieve development results in Turkey?											
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

To what extent do you agree with the following statements about the World Bank Group in Turkey?													
		Strongly disagree										Strongly agree	Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Turkey	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	The World Bank Group meets Turkey'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"/>	

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SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Turkey, to what extent do you believe that the World Bank Group’s knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Are relevant to Turkey’s development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D11	Are adaptable to Turkey’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 Group's knowledge work and activities make to development results in your country?												
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 Group's knowledge work and activities?												
1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
Very low technical quality									Very high technical quality		Don't know	

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TURKEY

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Turkey? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Turkey's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Improve the quality of its experts as related to Turkey's specific challenges
7	Offer more innovative knowledge services
8	Ensure greater selectivity in its work
9	Increase the level of capacity development in the country
10	Reduce the complexity of obtaining World Bank Group financing
11	Increase availability of Fee-Based services
12	Work faster
13	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Turkey, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Turkey? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Turkey
6	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Turkey? (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 (e.g., Facebook, Twitter, Youtube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

G2	Are you aware of the World Bank Group'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?	Yes	No
G3	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G4; if NO please go to G5)	Yes	No
G4	Were you able to obtain this information?	Yes	No
G5	Do you have access to the Internet?	Yes	No
G6	Do you use/have you used the World Bank Group website?	Yes	No

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G7	I use/consult World Bank Group's data more often than I did a few years ago												<input type="checkbox"/>
G8	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
G9	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
G10	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution												<input type="checkbox"/>
G11	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.)												<input type="checkbox"/>
G12	The World Bank Group is responsive to my information requests and inquiries												<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Select 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 Group 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): _____

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender equity / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Generalist
9	Job creation/employment	19	Other (please specify): _____
10	Law and justice / regulatory framework		

SECTION H: BACKGROUND INFORMATION

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

H4. Which of the following agencies of the World Bank Group do you work with in Turkey? (Select all that apply)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	None

H5. Which of the following describes most of your exposure to the World Bank Group in Turkey? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H6. Which best represents your geographic location?	
1	Ankara
2	Outside Ankara

Thank you for completing the survey!